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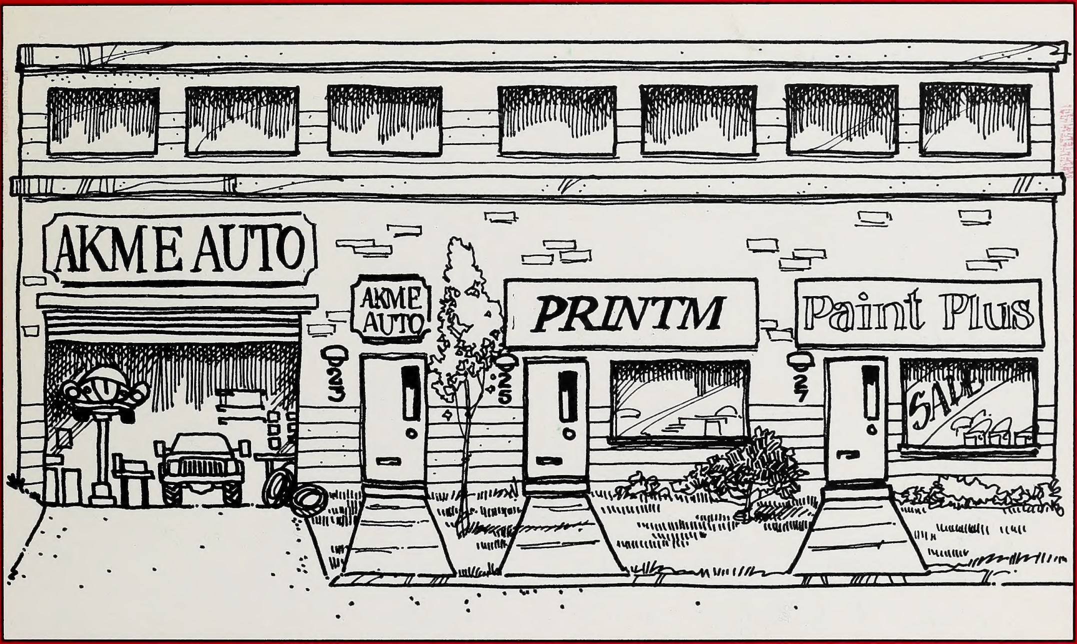
Occupational Health and Safety Manual

FOR SMALL BUSINESS

PART ONE
Getting Started



Heritage Fund
A Project Funded by
the Occupational Health and Safety
Heritage Grant Program

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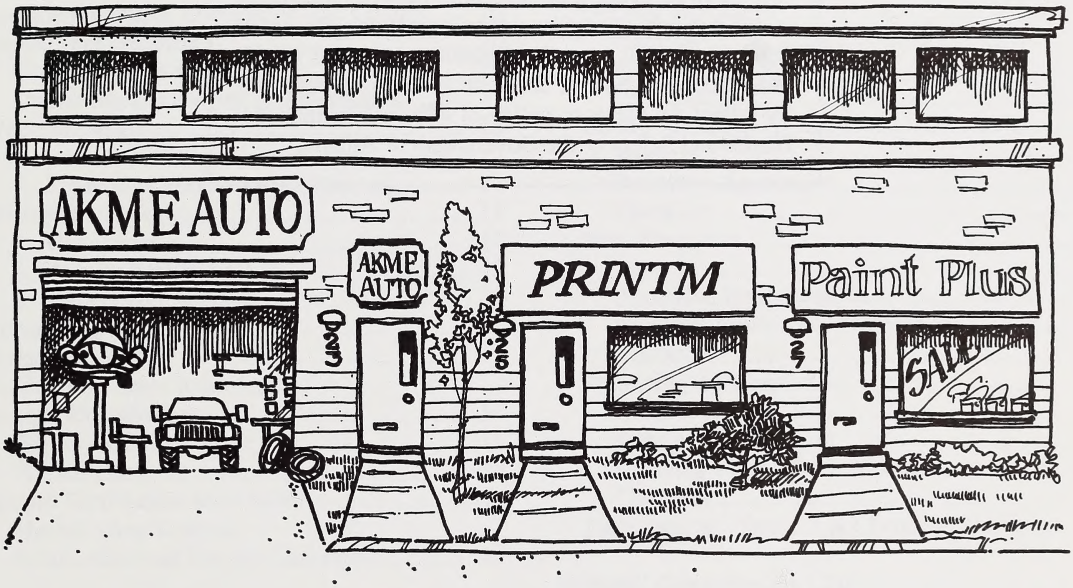

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July 1990

This publication does, on occasion, make reference to the Occupational Health and Safety Act and its regulations. In the event of a discrepancy between statements in this publication and the Act or regulations, the Act or regulations shall prevail. Opinions expressed in this publication are those of the writers and do not necessarily reflect the views or policy of Alberta Occupational Health and Safety or the Government of Alberta.

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Introduction

Small business is an important sector of Canada's economy. You and your fellow owner-managers create more than two out of every three new jobs. You also are responsible for about four-fifths of the country's industrial innovations. In Alberta, your sector represents about 97% of the province's businesses and employs about 500,000 workers. Furthermore, with the world's advanced economies shifting from the sale of goods to the sale of ideas and services, your importance as a source of innovation is going to increase.

Small business, however, has a problem to overcome. Businesses like yours are responsible for more than their share of Alberta's lost time and fatal accidents. In 1987 and 1988, businesses with fewer than 100 employees accounted for 42% of the total man years worked in Alberta. However, they accounted for 52% of lost time claims filed with the Workers' Compensation Board (WCB).

Statistics like these are not unique to Alberta. Studies show they are similar for other provinces and other industrialized countries. This has led many health and safety professionals to question why, and to try to find out what can be done about it. Some of these people even question your concern for your employees' well-being. However, anyone who understands the nature of owner-managed business knows that your employees are important to you. The relationship between you and your employees may be similar to that of a family unit. In fact, many of you have family members in the business.

One reason for your poor accident record likely is a lack of resources. You don't have the time, money or staff big businesses have to allocate to their health and safety programs. Bringing in enough money to pay your bills is in itself a constant challenge. You are personally involved in all the activities needed to keep the business functioning. You have little time or money, therefore, to spend exclusively on health and safety matters. Big businesses have health and safety professionals on staff, or can afford to hire them as consultants. Instead, you are your own health and safety manager, and what you need is some basic information on how to get started. This Manual is a ready reference, easily understood by a non-professional. It explains how to set up and maintain a cost-effective health and safety program.

Health and safety practices have a major effect on your business's profitability. They are an important element of what is called loss control (or loss prevention). A good loss prevention program is essential if your business is to provide high quality products and services at the lowest possible cost. This three-part Manual is designed to help you with such a program. It provides you with the information you need to develop, install and maintain cost-effective health and safety practices that work.

The Manual is based on materials prepared by the Canadian Organization of Small Business Inc., through a grant from the Alberta Occupational Health and Safety Heritage Grant Program. Ryan Loss Control Consultants Ltd. provided the technical input and Akiko Ogata did the illustrations. Valuable advice on the development of the Manual was provided by a Project Committee. Members of this Committee included representatives from:

- Alberta Alcohol and Drug Abuse Commission
- Alberta Chamber of Commerce
- Alberta Construction Association
- Alberta Occupational Health and Safety
- Canadian Organization of Small Business Inc.
- Christian Labour Association of Canada
- Hotel and Restaurant Employees and Bartenders Union
- Workers' Compensation Board, Alberta
- Workers' Health Centre

The Manual comprises three separate booklets. Part One presents a basic overview of occupational health and safety issues and principles. Part Two moves on to more detailed planning and procedures to prevent occupational health and safety problems. Part Three takes a more comprehensive look at management responsibilities, the involvement and training of employees, and some broader employee health issues.

All three parts of the Manual provide guidance to establish an effective occupational health and safety program. The Manual contains information on several subjects (each of these is a chapter in the Manual):

Part One – Getting Started
- Controlling Costs by Preventing Losses
- Hazard Identification, Elimination and Control
- Hazardous Materials
- Personal Protective Equipment
- Workers' Compensation Claims
- Sources of Information and Help

Part Two – Planning and Procedures
- Developing and Implementing Standard Work Procedures
- Emergency Planning
- Accident Investigation and Reporting
- Accident and Loss Prevention Flow Charts

Part Three – Working Together
- Management Responsibilities
- The Employee
- Employee Training and Development
- Employee Health

Controlling Costs by Preventing Losses

Having accidents is like handing your competitor a blank cheque.

THE IMPORTANCE OF LOSS PREVENTION

"A penny saved is a penny earned" is a sound management principle. For the more you control your costs, the more successful and profitable will be your business.

Preventing avoidable losses is one of the best ways to control costs. Examples of situations where losses could be reduced with a good health and safety program include:

- absenteeism,
- accidents,
- equipment downtime due to poor maintenance or improper use of equipment or materials,
- goods that must be reworked to meet quality standards,
- product recalls,
- scrap,
- inability to meet delivery promises, and
- customer complaints, possibly leading to a lawsuit.

Avoidable losses are indicators of waste. They are also symptoms of poor management. If not prevented, they will result in higher operating costs, lower output, poor product quality, and low employee morale. The net result is reduced profits.

Without realizing it, many small business owner-managers risk their business profits because they have poor or non-existent health and safety practices. Where this is the case, employees are not properly trained or motivated, equipment maintenance is neglected, and operating procedures are not developed or used. Such practices can result in accidents and other forms of avoidable losses. Many owner-managers foolishly accept these as necessary risks inherent in their business; or, simply put—the cost of doing business. That is, they fail to distinguish between this kind of risk and the calculated risk involved in business decisions made on the basis of a careful long-term cost/benefit analysis.

In addition to unpleasant personal consequences, accidents and illnesses result in losses which add to the cost of doing business. The way to prevent these added costs is to avoid taking risks with your own health and safety as well as that of those who work for you or buy your products. Obviously, if you avoid taking such risks, you can keep your costs down and increase your profits. At the same time, you can also improve the quality of the goods or services you sell.

Furthermore, having a cost-effective health and safety program for your business gains you an advantage over your competition. Statistics show that many business owner-managers don't have a good program. For example, Statistics Canada shows that Workers' Compensation Boards accepted an average of approximately 500,000 lost-time claims each year for the years 1982-84. This was for the whole country. If the accident record of small businesses elsewhere in Canada is similar to that of Alberta, about half of these claims were filed against such businesses. This is a sign that many small business owner-managers are taking unnecessary risks. By doing so, they add costs they could have avoided with a good health and safety program. These added costs make them uncompetitive with businesses that have good programs.

The old adage "Safety Pays" certainly applies when you look at how much poor health and safety practices can cost you. You can prevent unnecessary losses by controlling the costs identified in the rest of this chapter. As you do, you will improve your profit and your competitive position.

HEALTH AND SAFETY COST ELEMENTS

Workers' Compensation Assessments

Workers' Compensation assessments are a cost that can be kept to a minimum with good management.

The Workers' Compensation Act establishes an insurance program for employees who suffer a loss of income due to a job-related injury or illness. In return for this protection, they give up their right to sue the employer. This trade-off saves legal costs for both parties and can reduce ill feelings that might otherwise result.

The program is administered by a Workers' Compensation Board (WCB) under the terms of the Act. The WCB collects money from employers and then disburses it as benefits to workers involved in job-related accidents or who suffer an illness caused by their work. In case of a fatality, the benefits are paid to the worker's dependents. The WCB also provides rehabilitation services to injured or diseased workers.

The Act applies to most employers and workers in Alberta. However, some industries are exempt. You should check with the nearest WCB office to see if your business is one of them. (A list of WCB offices can be found in the chapter on Sources of Information and Help.) If you are exempt, you may be entitled to apply to the WCB for coverage under the Act.

If you are not exempt, you must establish an account with the WCB within 15 days of hiring your first worker. The WCB will need information on the nature of your business and an estimate of your employees' earnings for the year. This information is used to establish your account and issue you an assessment statement.

Assessments paid by employers to fund this program are set by, and paid to, the WCB. They are based on the assessment revenue needed to fund the expected cost of claims and the cost of administering the program.

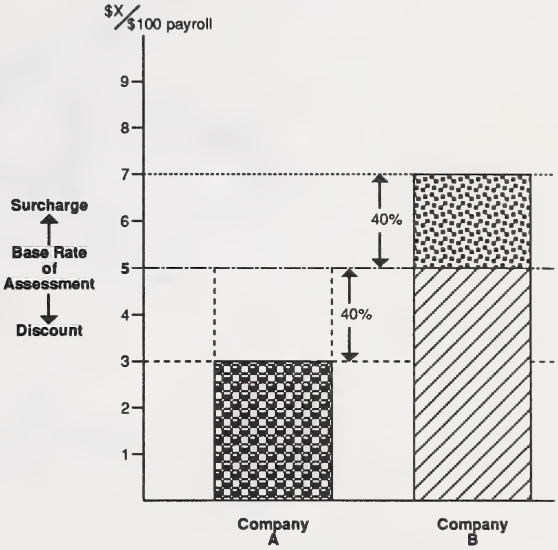
Your annual assessment is set by multiplying each $100.00 of your "assessable payroll" by the industry assessment rate. (Your assessable payroll is the sum of the gross amounts paid to each of your employees during the year regardless of how long they worked or what they did.) An upper limit for gross earnings is set by the Act.

Penalties are levied for late payment of assessments, for late filing of payroll estimates, and for underestimating assessable payroll by more than 150%. In certain circumstances, the WCB can work out a payment schedule to fit problem situations. Where this is done, interest is charged on the amount overdue, but the employer does not pay any other penalty.

In 1987, the WCB introduced its new experience rating program. Not all businesses are covered under this program but, in an extreme case, those who are (and this includes many small businesses) and who have a good health and safety record can receive up to a 40% discount on their assessment rate, while those with a poor record can be penalized up to 40%. The following example shows the competitive advantage gained by having a good health and safety program. In this example, Company A has an extremely good record, Company B an extremely poor one.

This example shows that Company A (with its good program) pays $12,000 less in WCB assessments than Company B. If both companies are bidding on the same project, Company A can underbid Company B by this amount and still make the same profit.

The competitive advantage Company A has over Company B can also be shown by comparing the sales volume each would need to produce the same profit. If it is assumed that both companies operate on a 10% profit margin, the difference in sales would be as follows:



WCB ASSESSMENTS

	COMPANY A	*COMPANY B*
Assessable Payroll	$300,000	$300,000
Base Rate of Assessment	$5.00 per $100	$5.00 per $100
Adjusted Assessment Rate	$5.00 - (40% x $5.00) = $5.00 - $2.00 = $3.00	$5.00 + (40% x $5.00) = $5.00 + $2.00 = $7.00
Annual WCB Assessment	$\frac{\$3.00 \times \$300,000}{\$100}$ = $9,000	$\frac{\$7.00 \times \$300,000}{\$100}$ = $21,000

COMPETITIVE ADVANTAGE

	COMPANY A	*COMPANY B*
Profit	$100,000	$100,000
Profit Margin	10%	10%
WCB Assessment	$ 9,000	$ 21,000
Sales Needed to Offset Cost Disadvantage		$\frac{\$21,000 - 9,000}{10\%}$ $= \frac{\$12,000}{10\%}$ = $120,000

This example shows that Company B would need $120,000 more sales to offset the additional $12,000 it pays in WCB assessments.

Do you realize how much the indirect costs of an accident can be?
The indirect costs of accidents often lurk below the surface.

Indirect or Hidden Costs

To make the case for a good health and safety program even stronger, other—often hidden—costs can be incurred when there are occupational related accidents or illnesses. These include:

- downtime as a result of an accident,
- labour and material costs to repair or replace damaged equipment,
- overtime to make up for lost production,
- reduced efficiency from the injured worker after returning to work,
- costs of hiring and training replacement worker,
- reduced efficiency of replacement worker,
- time required to complete accident reports and investigate the accident,
- sales lost due to poor quality output or inability to meet delivery promises, and
- penalties for failure to meet delivery dates.

These costs are often referred to as the indirect portion of accident costs. The compensation costs paid to, or on behalf of an injured employee are referred to as the direct costs. Studies have shown the indirect costs of accidents can range from three times the amount of the direct costs to as much as 30 times the direct costs. Even if the indirect portion is the lowest of these ratios (3 to 1), in the example above this would mean Company B's costs would be $36,000 more than Company A's (three times $12,000). In terms of the sales needed to provide the same profit, Company A would have a $360,000 competitive advantage.

Should you have known .... ?
Did you know ... .?
Why didn't you know .... ?!
No...

Ignorance of the law is no excuse.

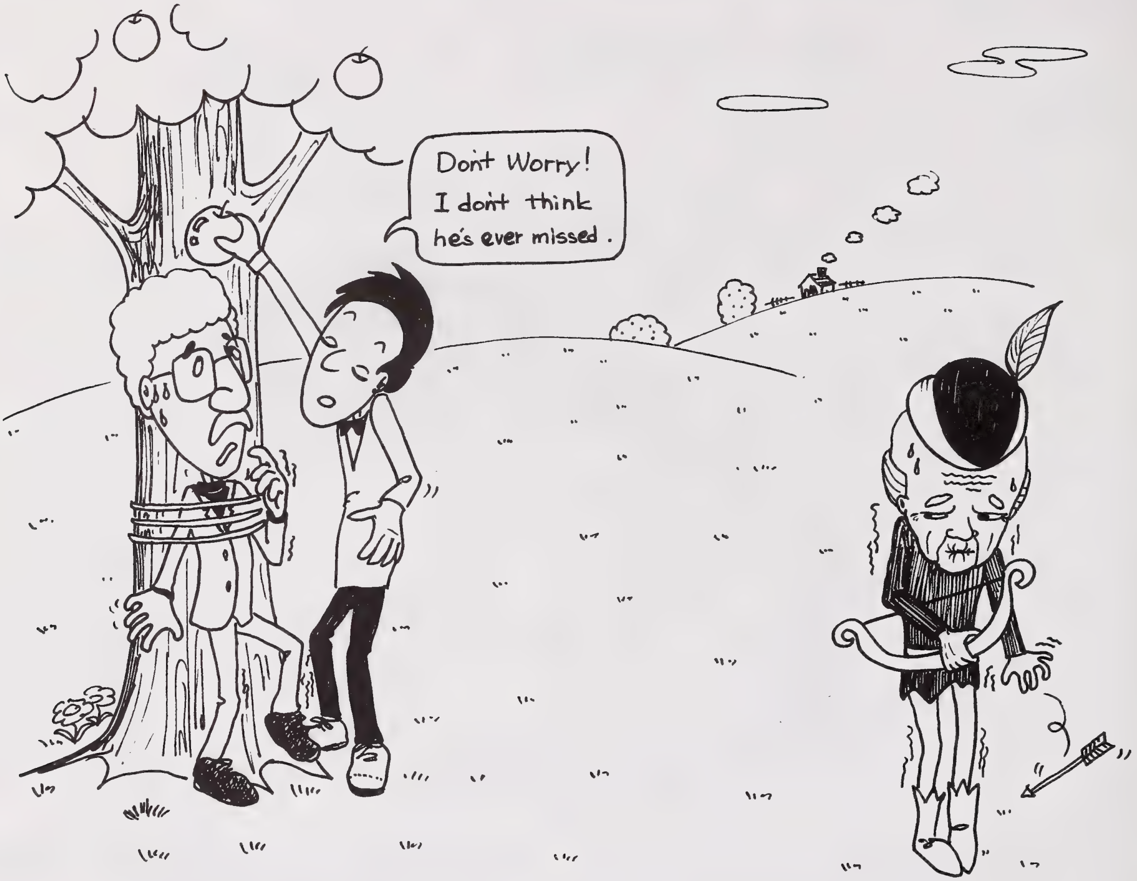
Government Penalties

Under the Occupational Health and Safety Act, severe penalties can be levied for failing to comply with the Act or with an order written by a health and safety officer. The penalties can be either fines and/or imprisonment. Such government-imposed penalties are another cost element which can be eliminated with a good health and safety program. In addition to fines, there are other costs associated with violations. These could be costs incurred when, for example, the business is shut down until the violation has been corrected, or retrofitting equipment so it meets the standard. As with the indirect costs discussed above, these additional costs can amount to much more than the fines.

In Alberta, penalties for failure to comply with the health and safety legislation are stipulated in section 32 of the Act. Substantial fines can be levied. The maximum fine for a first offence is $150,000, while the maximum fine for a second offence is $300,000. Imprisonment may also be imposed.

An Alberta company was fined for an offence under occupational health and safety legislation, after two workers were seriously injured in an accident involving contact with an overhead power line. The subsequent appeal of the sentence by the company was dismissed. In his decision, the judge stated that the "... purpose of the Act is to protect the worker in the work place ... the factor of deterrence is the factor in sentencing which deserves the greatest emphasis in offences under the Occupational Health and Safety Act." In addition, he noted that "A fit sentence ... is one which ... advances the occupational safety of the work place by treating seriously and firmly breaches of regulations made to safeguard the work place." The judge's statements highlight the serious nature of occupational health and safety.

An American example of an employer being penalized for not taking responsibility for employee health


Don't Worry! I don't think he's ever missed.

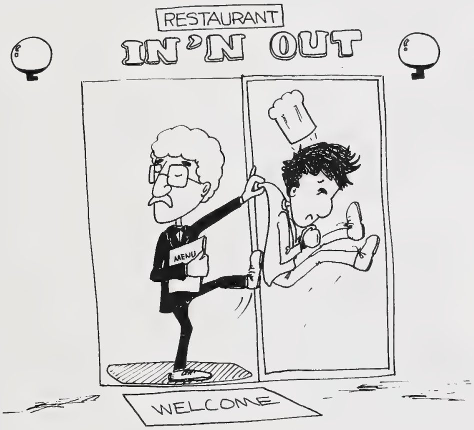
and safety involved a small silver recovery company in the State of Illinois. In 1985, its three managers were convicted of murdering an employee by exposing him to potentially fatal cyanide fumes at his workplace.

Alberta Occupational Health and Safety publishes the Occupational Health and Safety Magazine. It is sent free of charge and automatically to employers having a WCB account. It presents information on current programs, courses, fatalities, the results of prosecutions, and other aspects of occupational health and safety.

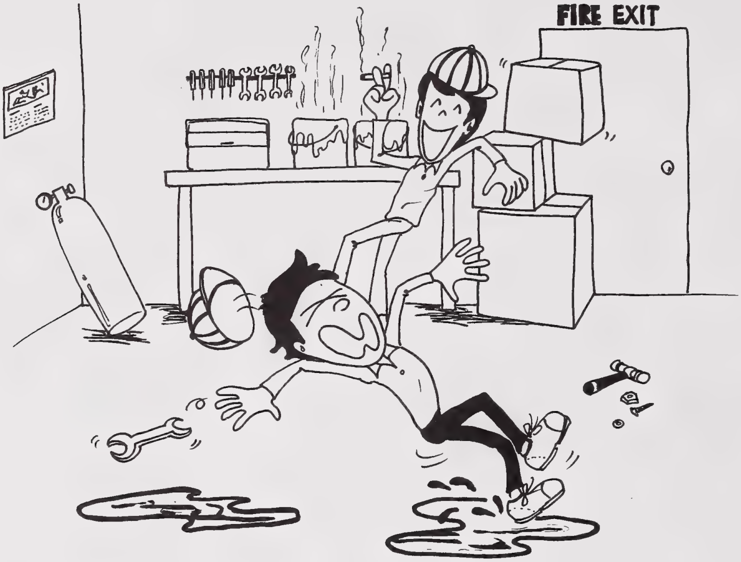
Employee Replacement Costs

Don't let the need to operate your business profitably blind you to the true value of your employees. Quite aside from the contribution they make while working for you, replacing them is costly. This is true whether the replacement is temporary or permanent.

When an employee must be replaced, you have to spend time and money finding, hiring, and training the replacement. Your biggest costs will be those involved in bringing the new employee's performance level up to that of the person replaced. Studies show that the indirect costs of replacing an employee can range from the equivalent of a few months' wages to as high as two or three years' salary. The higher the level of responsibility, the higher the replacement cost. And if you have a serious accident or illness, you'll have a lot more to worry about than replacement cost.



Hazard Identification, Elimination and Control



How many hazards can you identify?

To effectively reduce or eliminate costly risks, you need to identify work site hazards. This chapter contains information which you can use to identify hazards before they cause costly accidents. It also describes some general methods of hazard elimination and control. Following these methods will require the investment of time and possibly money to identify and remove hazards. However, you will more than recover this investment by not having to spend time and money to correct the problems the hazards can cause.

HAZARD IDENTIFICATION

Government Inspection

The government has the right to inspect your place of business. Under the Occupational Health and Safety Act, an Officer has the authority to:

1. At any reasonable hour, enter into or on any work site and inspect that work site.
2. Ask you to produce any records, books, plans or other documents which relate to the health and safety of workers; examine or copy them; or remove them or take them temporarily for the purpose of making copies.
3. Inspect, seize, or take samples of any material, product, tool or appliance, or equipment being produced, used or found in or on the work site which is being inspected.
4. Make tests and take photographs or recordings in respect of any work site.

5. Interview and obtain statements from persons at the work site.
6. Stop the work if in the opinion of the officer it is unhealthy, unsafe, or may pose a danger for the workers.
7. Order you to take specific measures to make sure the work will be carried out in a healthy and safe manner.

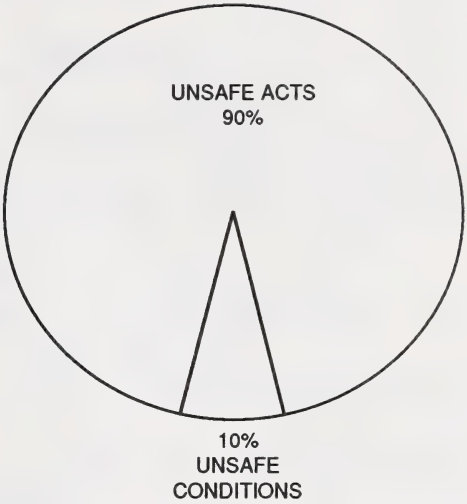
As you can see from this list, an Occupational Health and Safety Officer has a very wide range of powers. Furthermore, it is against the law to interfere with an officer's duty to exercise these powers.

If you have concerns about a work site inspection made by an officer, and cannot resolve them with the officer, you should contact a Director of Inspection. Their addresses and telephone numbers can be found in the chapter on Sources of Information and Help.

Every year several thousand businesses are visited by Occupational Health and Safety Officers. Often these visits will result in orders being issued to comply with certain regulations. If yours is one of those visited and served with such an order, your initial reaction may be anger or frustration. You may consider the inspection to be just another case of government interference with your business. But you should realize that an inspection is a form of insurance. If the inspector does find that you are not complying with one or more regulations, you've been done a favour. The order you're served with will identify a hazard, or hazards, you may have been unaware of. Or, you may have been aware of it but delayed doing something about it. Either way, by forcing you to take corrective measures, you may have been saved from a serious and potentially very costly accident. Looked at this way, inspections are a service provided you by the government, not an interference in your business.

If you are visited by an officer and pass inspection, this does not necessarily mean that your work site is free of hazards. The officers may not have time to stand around and watch how your employees do their work. Thus they will rarely identify situations where your employees may be acting unsafely. As a result, most compliance orders deal with unsafe work site conditions. Yet studies have shown that unsafe behaviour by your employees, not unsafe conditions, is the major cause of industrial accidents. The findings of one such study are shown by this chart:

CAUSES OF ACCIDENTS



There is another reason the officer may not identify unsafe behaviour. Often, as soon as an officer arrives to carry out an inspection, employees quickly put on their hard hats and safety goggles. They also will follow safe work procedures while the officer is present. Therefore, even receiving a favourable inspection report does not necessarily mean your work site is safe. To be sure it is, it is important for you to make your own inspections regularly and thoroughly.

Owner-Manager Work Site Inspections

Investigating accidents after they happen is the same as inspecting a product after it has been produced. At this stage, problems or flaws are difficult to identify and costly to correct. Work site inspections are a good way to locate problems or shortcomings before they result in unnecessary losses.

The purpose of a work site inspection is to see if things at the work site are the way they should be in terms of health and safety. Neither you nor your employees should look on them as only a fault-finding activity. Don't limit them to a search for what is being done wrong. Instead, look just as hard for what is being done right and praise the safe acts.

Inspections are useful for:

1. Locating and keeping track of existing or potential hazards.
2. Identifying and reinforcing safe behaviour.
3. Following up to see that corrective action is taken to reduce or eliminate hazards.
4. Demonstrating your personal commitment to good health and safety practices.
5. Encouraging and expanding upon employee input or participation.

WHEN TO INSPECT

There are basically two types of inspection as described below. You should use both.

1. Routine or Informal Inspections

These are inspections which are made on a regular—often daily—basis. Or they may be done whenever the opportunity arises; for example, when you walk through the store or shop. They are called informal because they do not follow a strict schedule or procedure. They are primarily for quietly observing how your employees are working. You should look for both safe and unsafe acts, and praise the former while calling attention to the latter.

2. Planned or Formal Inspections

These are inspections which are made on a regular schedule, usually weekly or monthly. They are most often used to identify unsafe work site conditions, but may be used for other purposes as well. When making these inspections, you need to check the condition of the equipment and materials being used. With the equipment, you want to be sure it is being properly maintained. Be sure to include fire escapes, emergency exits, fire extinguishers, emergency showers, respiratory protective equipment and other safety equipment that is not normally inspected during your informal inspections.

WHAT TO LOOK FOR

When making either a formal or informal inspection, you should look at the condition of the work site. You also should look for safe or unsafe employee behaviour.

1. Conditions

Look carefully for any conditions that may cause an accident. Poor housekeeping is always a danger sign. It includes such things as improperly stored or stacked material, scrap or litter on the floor, and blocked aisles or fire escapes.

You should also check the condition of tools, machinery and equipment. These may have become unsafe because of wear, stress, vibration, or lack of oiling or adjustment. Most manufacturers supply an operating manual with their machinery. The manuals usually provide maintenance instructions. These can be used to check whether or not the machinery is being properly maintained. When checking tools, machinery and equipment you should make a list showing how often each item should be inspected. This list can also show what to inspect on each item. Such a list will be very helpful when making future inspections.

2. Acts or Behaviour

Unsafe behaviour you should look for includes such things as:

- using tools or machinery in an unsafe manner,
- not following established procedures,
- not wearing personal protective equipment,
- working under unsafe conditions (for example in an unshored ditch or under a suspended load),
- overloading equipment, and
- physically lifting loads that are too heavy, or lifting loads improperly.

Remember, most accidents result from the way people behave on the job. Unsafe behaviour is rarely identified unless looked for. To spot it, you must take the time to watch how the work is being done. When you see unsafe behaviour, this is what you should do:

1. Stop the work.
2. Encourage the employee to explain why they were doing the work as they did.
3. Identify which actions you think are unsafe.
4. Explain why you think they are dangerous.
5. Discuss the situation and get agreement on how the work will be done in the future.

Call attention to unsafe behaviour at once and take immediate corrective action. If you don't, your inaction will be a signal to your employees that their

behaviour is acceptable. It will reinforce the unsafe behaviour and increase the chance of it continuing.

Don't make your inspections a totally negative experience for you and your employees. Don't look just for unsafe behaviour. You should pay as much, or more, attention to safe behaviour. Be alert for it and, when you see it, let the employee know you approve. A word of praise or a compliment will do more to assure safe behaviour than criticism of unsafe behaviour.

3. Inspection Checklist

An inspection checklist serves many purposes:

- it is a reminder of what you should inspect,
- it gives you a permanent record of what you have inspected,
- it can serve as a reminder to follow up on any of the shortcomings noted during the inspection, and
- it gives a record of the persons responsible and deadlines set for taking corrective action.

An inspection checklist is a very "site-specific" document. This means it must be designed specifically for your work site. This is not difficult to do, particularly if you get your employees to help. The person directly involved in doing a job is more familiar with the work and the tools and equipment used in doing it than is the one who supervises them. Therefore, getting your employees to help prepare the checklist will ensure that it's complete. As well, getting them involved will help them recognize their responsibilities for inspecting the work site.

As already mentioned, work site inspections should cover both work site conditions and employee behaviour. Your checklist therefore, should serve as a reminder to look not only for unsafe conditions but also for unsafe actions.

On the following page is an example of a partial checklist for a routine inspection of a gasoline service station employing two mechanics, two mechanic apprentices, and two pump attendants:

This example of a partial checklist is for a weekly inspection. Over a period of one week, each item listed should be inspected and the result marked on the checklist. This shouldn't take you more than a couple of minutes each day. If desired, you could easily

PARTIAL CHECKLIST FOR A ROUTINE INSPECTION

ITEM	PASS	FAIL	REASON FOR FAILING AND CORRECTIVE ACTION REQUIRED	WHO IS TO TAKE ACTION	WHEN
1. repair cage for split rims being used	✓				
2. condition of battery boosting equipment	✓				
3. proper boosting methods		✓	Eric (apprentice) - not using proper boosting procedure. Discussed with Eric & reviewed with all employees	Eric	immediately
4. compressed gas cylinders properly stored	✓				
5. cutting & welding equipment used only by trained personnel	✓				
6. floor free from slipping and tripping hazards	✓				
7. oil properly disposed of	✓				
8. solvents stored in proper containers and labeled		✓	- one container not labelled. Spoke to Joe.	Joe	immediately
9. no smoking near flammables	✓				
10. mechanical hoist in good condition	✓				
11. personnel using mechanical lifting devices	✓				
12. grinder wheel has proper clearances & wheel is dressed	✓				
13. personal protective equipment used while grinding		✓	- Bill grinding without the faceshield	Bill	immediately
14. exhaust hoses in good condition		✓	- one hose damaged. Purchase new hose.	me	one week - by June 25
15. hoses used on all running vehicles		✓	- Joe not using a hose on a running vehicle. Discussed with Joe.	Joe	immediately
16. all exists free from obstructions		✓	- boxes piled at rear exit. Don (pump jockey) is responsible. Discussed with Don.	Don	when on shift tomorrow
17. barrier cream being used	✓				
18. first aid supplies readily available & replenished		✓	- no bandages, order more first aid supplies	me	immediately
19. eating area is clean	✓				
20. proper safety & slip-resistant footwear worn.	✓				

ADDITIONAL COMMENTS:
(did you reinforce good behavior)?

- Remember to discuss the potential hazards of the new cleaner we will be using next week.
- commented on cleanliness of the shop and eating area.

expand the checklist to include the inspection of anything which could affect customer satisfaction. For instance, you might want to check the cleanliness of the washrooms, and the availability of air for inflating tires and of water and squeegees for washing car windows. Such items are not essential elements of a health and safety program, but they do affect customer satisfaction.

The first time you make an inspection using your checklist you will probably find many of the items on it need attention. This may discourage you. But take heart: you will find that with each succeeding inspection the list of items requiring attention gets shorter. As it does, you will have the satisfaction of knowing your exposure to potential losses is also lessening.

CONDUCTING THE INSPECTION

When you conduct an inspection, do it openly. Don't sneak around looking for opportunities to pounce on employees who are taking chances with their safety. Let it be known that every time you are on the work site, you are making an informal inspection. This will help your employees become aware that health and safety are a continuing responsibility, not something to be considered only when a weekly or monthly inspection is carried out. They should be encouraged to inspect their own place of work and their tools, equipment, and machinery on a daily basis.

REVEAL THE RESULTS

The results of your work site inspection should be made public. Don't hide them from your employees or keep them locked up in your desk. Let your employees know what you have found. Tell them what was right and what was wrong. Discuss your findings with them and get them to help you decide on practical solutions to correct the things that are wrong.

GETTING EMPLOYEE INPUT INTO HAZARD IDENTIFICATION

The input or participation of your employees is essential for the success of your hazard identification program. The following examples show what some companies have done to get employee participation.

Employee Safety Survey

Just as some companies use customer surveys to measure the degree of satisfaction with their product or service, an employee survey can help you measure the effectiveness of your health and safety program. To conduct such a survey, simply ask your employees to identify any situations they feel present a health or safety hazard. This can be done verbally, in a meeting called for this purpose. Write down their replies and any suggestions anyone makes for correcting the situation; and then see that each employee receives a copy of the survey.

You can also make a more formal survey by asking your employees to write their concerns on a piece of paper and give these to you. Some companies use a suggestion box for this purpose. Give the employees a choice of putting their name on their concerns or leaving it off. After you have been given all the replies, you should summarize them. This summary can then be used as the basis for a meeting to discuss all of the concerns and possible solutions. As with a verbal survey, copies of the findings should be given to each employee.

Hazard Hunt

The hazard hunt is another method some companies have used to get employee input into hazard identification. Instead of simply submitting their concerns in writing as in a written survey, the identification of hazards to health and safety is turned into a game or competition. Small prizes or other incentives are awarded to the employees identifying the most hazards. Carried on over a long period of time, this approach can make a major contribution to your health and safety program. In fact, it can be expanded to include anything which affects the quality of your product or service.

These examples show just two of the many methods used to get employee participation in hazard identification. They may—or may not—be suitable for your business. However, when you realize the value of hazard identification as a management tool, you should be able to develop a method that suits your situation. The important point to remember is to get your employees to participate. Without their help, no approach to hazard identification can be fully effective.

HAZARD ELIMINATION AND CONTROL

Identifying health and safety hazards is only the first part of the job: once identified, you then need to control or eliminate them. Any delay in doing so, or failure to take action, is a clear signal to your employees that you really don't care about their health and safety.

There are many methods you can use to control or eliminate hazards. Some are more costly than others, and some are more effective. A partial list of the methods you might want to use follows.

1. **Substitution** - substitute a non-toxic product or material for one that is toxic.
2. **Isolation** - isolate the process so that fewer, or no people, are exposed to possible danger.
3. **Engineering Control** - redesign the equipment, process, or work. This includes such things as placing guards on equipment, using powered aids to eliminate the need for heavy lifting, and installing ventilation to control exposure to harmful substances.
4. **Administrative Control** - schedule the work so it is done when there is less danger, or when no personnel will be present at times of exposure.
5. **Work Practices or Procedures** - develop a method or procedure for doing the work so that the chances of an error are reduced.
6. **Training** - train employees to do the work safely.
7. **Personal Protective Equipment** - this is normally considered only after other methods have proven ineffective.
8. **Emergency Procedures** - develop procedures and train employees how to use them should an emergency arise.

Fire fighting and evacuation procedures are two examples of this method.

As you can see from this list, there are many methods you can choose to control or eliminate hazards. Wherever possible, you should choose one(s) that will eliminate the hazard rather than simply reducing it.

The following checklist summarizes the information in this chapter and provides a quick reference to show what you may still need to implement in an effective hazard identification, elimination and control program.

Hazard Identification, Elimination and Control Checklist

1. Do you inspect your work site(s) on a regular basis?
2. Have you received input from your employees about specific acts or conditions that should be monitored during inspections for hazards?
3. Are these all included on your inspection checklist?
4. Do you take the time to stop and observe your employees while they're working?
5. When you inspect your work site, do you compliment your employees for doing things right as much, or more, than you criticize them for doing things wrong?
6. When you identify unsafe acts or conditions, do you immediately discuss them (talk with, not to) your employees?
7. Do you identify methods of preventing hazards and follow up on the corrective action agreed upon?
8. Is responsibility for corrective action assigned and are dates for completion established?
9. Are the results of your inspections made known to all employees?
10. Do you make every possible effort to eliminate work site hazards rather than simply moderate them?

Your answer to all of the above questions should be "Yes". If it isn't, this is a signal that your hazard identification, elimination, and control program is not as effective as it should be.

Hazardous Materials

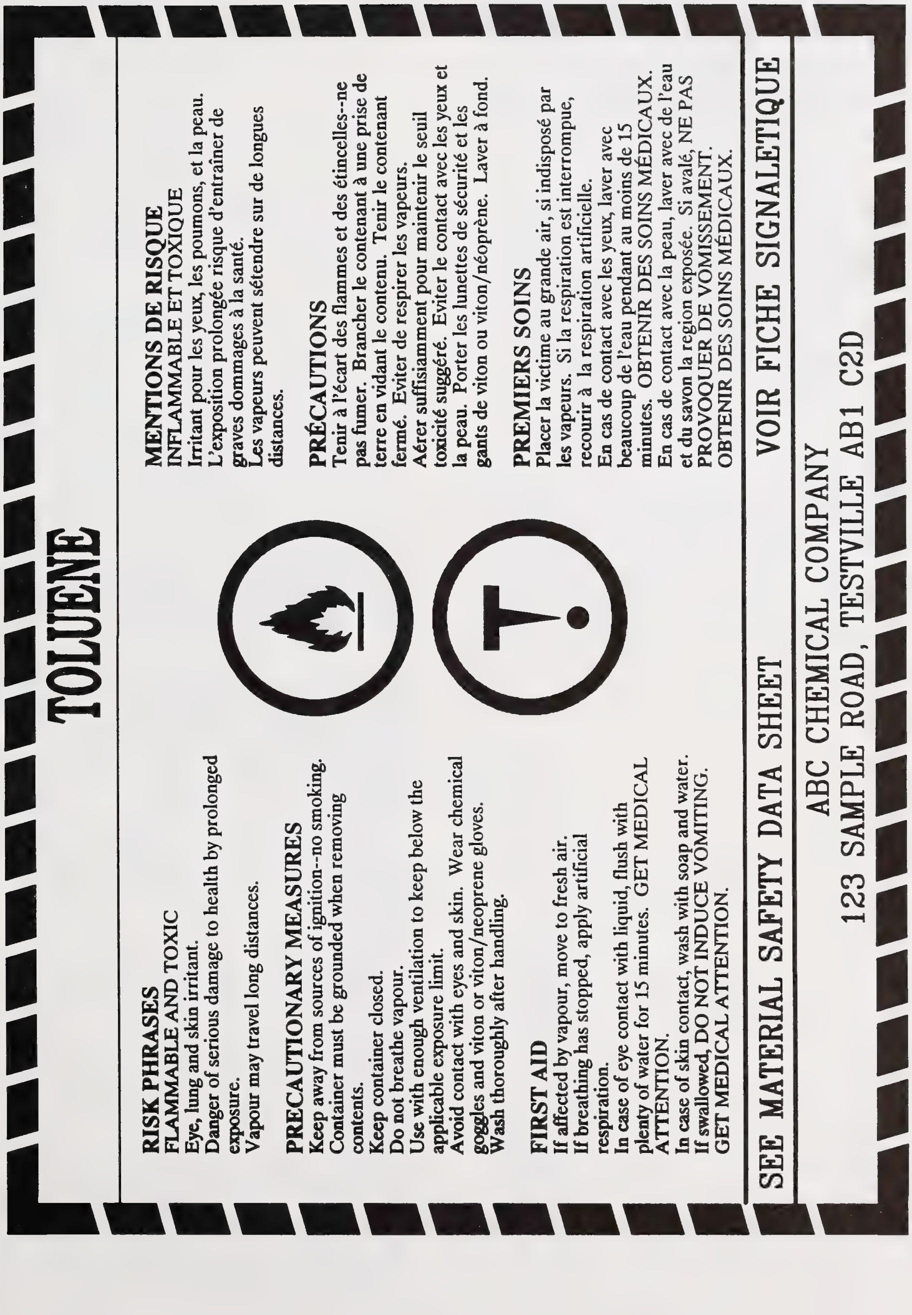
Don't worry son, you'll get used to that smell. A little of it won't hurt you.

Hazardous materials are those which, either in the short or long term, can cause harm to people, plants, animals, or the environment.

Many owner-managers don't realize the risks posed by such substances. They know exposure to hazardous chemicals can cause discomfort, but they don't realize that exposure can be harmful or even cause permanent damage. They mistakenly think exposure which causes rashes, scratchy throats, or burning eyes isn't serious. They look on it as a temporary inconvenience that has to be tolerated as part of the job. The general attitude seems to be that a little exposure to any chemical or other irritating substance doesn't hurt. Such people either don't know—or choose to ignore the fact—that long-term exposure to even small quantities can be harmful. In some cases, such as asbestos, it can even be fatal.

A study made in 1984 shows how serious over-exposure can be. This study concludes that 9% of the cancer deaths in Canada may have been caused by over-exposure to hazardous materials. This translates into approximately 3,600 deaths each year; which is about three times the total number killed annually in job-related accidents!

Sample Supplier Label



TOLUENE

RISK PHRASES
FLAMMABLE AND TOXIC
Eye, lung and skin irritant.
Danger of serious damage to health by prolonged exposure.
Vapour may travel long distances.

PRECAUTIONARY MEASURES
Keep away from sources of ignition--no smoking.
Container must be grounded when removing contents.
Keep container closed.
Do not breathe vapour.
Use with enough ventilation to keep below the applicable exposure limit.
Avoid contact with eyes and skin. Wear chemical goggles and viton or viton/neoprene gloves.
Wash thoroughly after handling.

FIRST AID
If affected by vapour, move to fresh air.
If breathing has stopped, apply artificial respiration.
In case of eye contact with liquid, flush with plenty of water for 15 minutes. GET MEDICAL ATTENTION.
In case of skin contact, wash with soap and water.
If swallowed, DO NOT INDUCE VOMITING. GET MEDICAL ATTENTION.

MENTIONS DE RISQUE
INFLAMMABLE ET TOXIQUE
Irritant pour les yeux, les poumons, et la peau.
L'exposition prolongée risque d'entraîner de graves dommages à la santé.
Les vapeurs peuvent sétendre sur de longues distances.

PRÉCAUTIONS
Tenir à l'écart des flammes et des étincelles--ne pas fumer. Brancher le contenant à une prise de terre en vidant le contenu. Tenir le contenant fermé. Eviter de respirer les vapeurs.
Aérer suffisiamment pour maintenir le seuil toxicité suggéré. Eviter le contact avec les yeux et la peau. Porter les lunettes de sécurité et les gants de viton ou viton/néoprène. Laver à fond.

PREMIERS SOINS
Placer la victime au grande air, si indisposé par les vapeurs. Si la respiration est interrompue, recourir à la respiration artificielle.
En cas de contact avec les yeux, laver avec beaucoup de l'eau pendant au moins de 15 minutes. OBTENIR DES SOINS MÉDICAUX.
En cas de contact avec la peau, laver avec de l'eau et du savon la region exposée. Si avalé, NE PAS PROVOQUER DE VOMISSEMENT. OBTENIR DES SOINS MÉDICAUX.

SEE MATERIAL SAFETY DATA SHEET VOIR FICHE SIGNALETIQUE

ABC CHEMICAL COMPANY
123 SAMPLE ROAD, TESTVILLE AB1 C2D

Prevention is the key to reducing and—hopefully—eventually eliminating deaths from exposure to hazardous materials. Not only is this the best way of dealing with the problem, but it is easier and less expensive in the long run. It involves two steps:

1. First, you need to become aware of the nature and possible harmful effects of all the materials used and present at your work site.
2. Then you need to take the proper precautions to make the work environment safe. This includes such things as:
   - installing ventilation systems,
   - providing enclosures, such as a paint booth or an exhaust hood,
   - substituting less-harmful materials,
   - providing suitable personal protective equipment, and
   - developing safe handling and storage procedures.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

The Workplace Hazardous Materials Information System (WHMIS, pronounced "WIMISS") legislation came into effect in 1989. WHMIS is a chemical product identification and labelling system designed to help Canadian employers identify, recognize, and control the hazards associated with harmful materials and substances. Hazardous materials, are known as controlled products. The three areas covered by the legislation are:

1. Labelling.
2. Material Safety Data Sheets (MSDS).
3. Worker education programs.

All hazardous chemical product users, from janitorial services to major chemical manufacturers will benefit from WHMIS. Not only will it make better health and safety information available, but it will make it available on many more products.

WHMIS applies to all industries and workplaces in Canada. It is based on a worker's right to know about the dangers faced from hazardous materials. The purpose of the legislation is to make it easier for the user to identify hazardous products. It stipulates that certain products be labelled and Material Safety Data Sheets (MSDS) be prepared and given to users. It also requires employers to make sure their employees are aware of the hazards they face from the products they may come in contact with.

LEGISLATED RESPONSIBILITIES UNDER WHMIS

Some of the major legislated responsibilities under WHMIS for both suppliers and employers are:

The Supplier's Responsibilities

A supplier of a product or material in one of the following general classes and whose product meets certain criteria probably has a product which is subject to the WHMIS legislation. If so, the product must have a standardized label containing the information shown in the example:

1. Compressed gas
2. Flammable and combustible material
3. Oxidizing material
4. Poisonous and infectious substances
5. Corrosive material
6. Dangerously reactive material

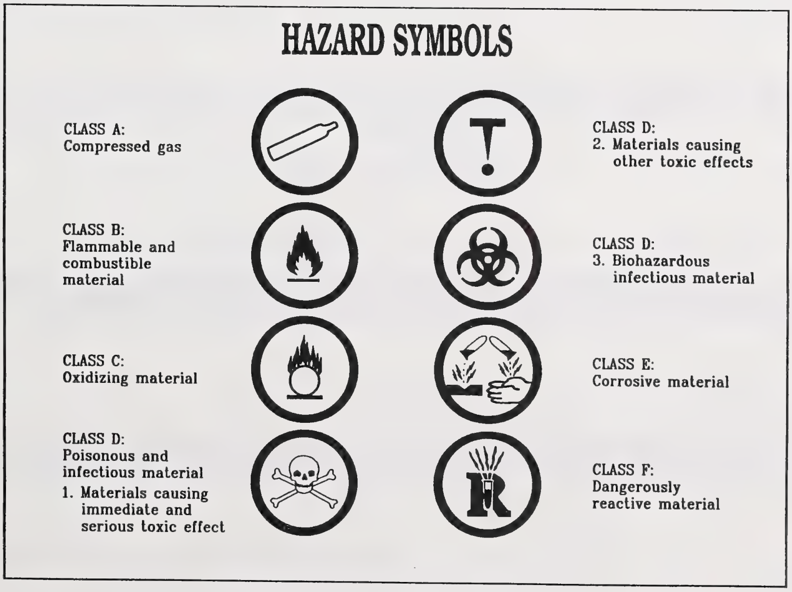
A supplier must also make up and supply to all users a Material Safety Data Sheet. As shown in the example, it must give the following information:

1. Material identification and use
2. Hazardous ingredients
3. Physical data
4. Fire and explosion hazard
5. Reactivity data
6. Toxicological properties
7. Preventive measures
8. First aid measures
9. Preparation data

The MSDS must be available in both English and French. It should be supplied in the language in which the user's business is usually conducted, or it can be supplied in the language requested.

The Employer's Responsibilities

If you, as an employer, receive products covered by the WHMIS legislation, check that the required supplier labels are in place. If they are not, notify the supplier. Hazardous materials produced at the workplace for use at the workplace, and those for which supplier labels have been removed accidentally or have become illegible must be labelled with work site labels by the employer. You must also apply a work site label when a hazardous material is trans-



HAZARD SYMBOLS

CLASS A:
Compressed gas
CLASS D:
2. Materials causing other toxic effects
CLASS B:
Flammable and combustible material
CLASS D:
3. Biohazardous infectious material
CLASS C:
Oxidizing material
CLASS E:
Corrosive material
CLASS D:
Poisonous and infectious material
1. Materials causing immediate and serious toxic effect
CLASS F:
Dangerously reactive material

MATERIAL SAFETY DATA SHEET

SECTION 1 — PRODUCT IDENTIFICATION AND USE

PRODUCT IDENTIFIER	PRODUCT IDENTIFICATION NUMBER (PIN)
PRODUCT USE	

MANUFACTURER'S NAME		SUPPLIER'S NAME	
STREET ADDRESS		STREET ADDRESS	
CITY	PROVINCE	CITY	PROVINCE
POSTAL CODE	EMERGENCY TELEPHONE NO.	POSTAL CODE	EMERGENCY TELEPHONE NO.

SECTION 2 — HAZARDOUS INGREDIENTS

HAZARDOUS INGREDIENTS	%	CAS NUMBER	LD_{50} OF INGREDIENT (SPECIFY SPECIES AND ROUTE)	LC_{50} OF INGREDIENT (SPECIFY SPECIES)

SECTION 3 — PHYSICAL DATA

PHYSICAL STATE	ODOUR AND APPEARANCE			ODOUR THRESHOLD (ppm)
VAPOUR PRESSURE (mm Hg)	VAPOUR DENSITY (AIR=1)	EVAPORATION RATE	BOILING POINT(°C)	FREEZING POINT(°C)
pH	SPECIFIC GRAVITY	COEFF. WATER/OIL DIST.		

SECTION 4 — FIRE AND EXPLOSION DATA

FLAMMABILITY
YES ☐ NO ☐ IF YES, UNDER WHICH CONDITIONS?

MEANS OF EXTINCTION

FLASHPOINT (°C) AND METHOD	UPPER FLAMMABLE LIMIT (% BY VOLUME)	LOWER FLAMMABLE LIMIT (% BY VOLUME)
AUTOIGNITION TEMPERATURE (°C)	HAZARDOUS COMBUSTION PRODUCTS	

EXPLOSION DATA	SENSITIVITY TO IMPACT	SENSITIVITY TO STATIC DISCHARGE

SECTION 5 — REACTIVITY DATA

CHEMICAL STABILITY
YES ☐ NO ☐ IF NO, UNDER WHICH CONDITIONS?

IINCOMPATIBILITY WITH OTHER SUBSTANCES
YES ☐ NO ☐ IF SO, WHICH ONES?

REACTIVITY, AND UNDER WHAT CONDITIONS

HAZARDOUS DECOMPOSITION PRODUCTS

PRODUCT IDENTIFIER ➧

SECTION 6 — TOXICOLOGICAL PROPERTIES

ROUTE OF ENTRY

SKIN CONTACT ☐ SKIN ABSORPTION ☐ EYE CONTACT ☐ INHALATION ☐ INGESTION ☐

EFFECTS OF ACUTE EXPOSURE TO PRODUCT

EFFECTS OF CHRONIC EXPOSURE TO PRODUCT

EXPOSURE LIMITS	IRRITANCY OF PRODUCT	SENSITIZATION TO PRODUCT	CARCINOGENICITY
TERATOGENICITY	REPRODUCTIVE TOXICITY	MUTAGENICITY	SYNERGISTIC PRODUCTS

SECTION 7— PREVENTIVE MEASURES

PERSONAL PROTECTIVE EQUIPMENT:

GLOVES (SPECIFY)	RESPIRATOR (SPECIFY)	EYE (SPECIFY)
FOOTWEAR (SPECIFY	CLOTHING (SPECIFY)	OTHER (SPECIFY)

ENGINEERING CONTROLS (SPECIFY, EG. VENTILATION, ENCLOSED PROCESS.)

LEAK AND SPILL PROCEDURE

WASTE DISPOSAL

HANDLING PROCEDURES AND EQUIPMENT

STORAGE REQUIREMENTS

SPECIAL SHIPPING INFORMATION

SECTION 8 — FIRST AID MEASURES

SPECIFIC MEASURES

SECTION 9 — PREPARATION DATE OF MSDS

PREPARED BY (GROUP,DEPARTMENT, ETC.)	PHONE NUMBER	DATE

ferred from the supplier's container to another container. Although there is no specific format for a work site label, it should give product identification, a reference to the MSDS, and information for the safe handling of the hazardous material.

You must also make sure a current MSDS is readily available for all eligible products you make or buy.

NOTE: Alberta Occupational Health and Safety can provide you with more specific information on labelling and MSDS. Contact numbers for this information can be found in the chapter on Sources of Information and Help.

Most importantly, the law requires you to train your workers so they understand the purpose and importance of the information on the labels and in the MSDSs. The training should also include instruction about the procedures for the use, safe handling, storage, and disposal of the hazardous materials. The best way to do this training is to first provide them with general information about the five classes of material subject to WHMIS legislation. You can then discuss the information provided in an MSDS item by item. In all cases, the information you give them should:

- apply to your business,
- be up to date, and
- be presented in such a way that your employees can understand and know how to use it.

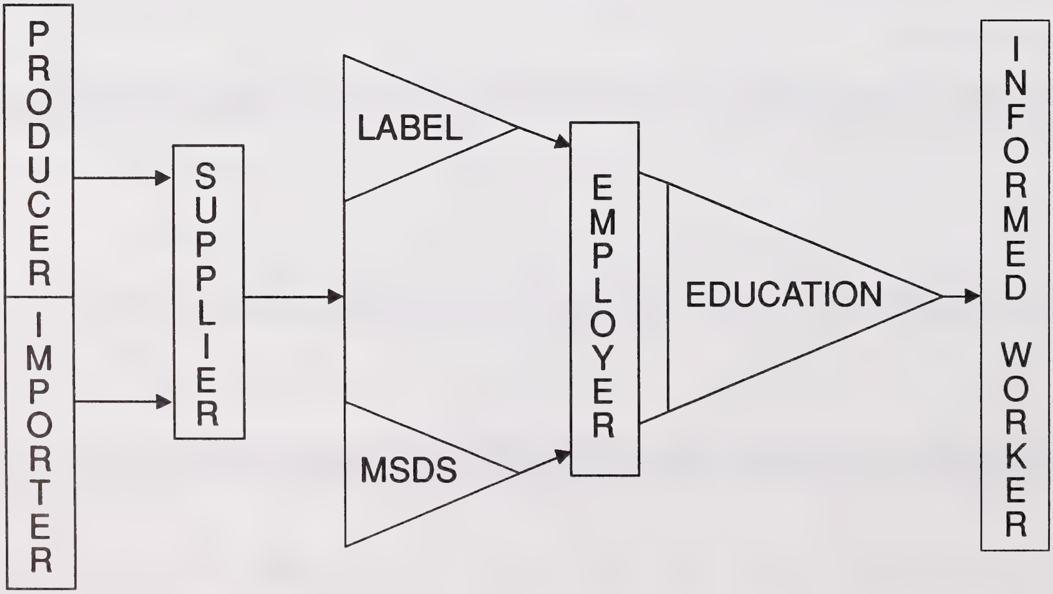
The Employee's Responsibilities

Under the WHMIS legislation, each employee has a responsibility to:

1. Learn how to use WHMIS.
2. Accept and review information on hazardous materials at the work site.
3. Follow recommended procedures to protect self and others.
4. Inform employer of damaged or missing labels.

WHMIS SUMMARY

To summarize what has been said about WHMIS, it is a national program to protect Canadian workers by providing them and employers with vital information about hazardous materials used in the workplace. The legislation requires that information about hazardous materials be provided to employers by producers, importers, and suppliers. Employers, in turn, must teach their employees about the hazards and proper use of these materials, and what preventive measures to take when using them. The following diagram shows how this flow of information takes place.



HAZARDOUS WASTE MANAGEMENT

A by-product of our technologically-based economy is the production (generation) of hazardous waste. And we face few challenges greater than figuring out how to "manage" this waste. (Managing is the term used to describe its storage, collection, transportation, and disposal.)

Hazardous wastes cannot be disposed of safely by conventional methods, such as a municipal landfill, a sewage system or simple burning. They can be:

- ignitable, meaning that they can easily start on fire,
- corrosive, meaning they dissolve metals or other materials, or they burn the skin,
- reactive, meaning that they are unstable or they undergo a violent reaction with water or other materials, or
- environmental contaminants, such as heavy metals or certain pesticides.

Two studies made in the United States show just how serious the problem is. In 1984, the Environmental Protective Agency released the results of a survey. It showed that about 269 million tonnes of hazardous waste were being generated in the U.S. every year. A more recent report states that the amount generated is equal to about 1 090 kg apiece for every man, woman, and child in that country.

The industrialized world is not only generating a lot more hazardous waste. We now know that many substances previously considered harmless, like asbestos, actually cause health problems. Often these problems don't show up until years after the exposure. But both factors are making the management of hazardous waste more complex. Also, because of growing concern for the quality of the environment, waste management is becoming subject to more, and more strict, regulations. Such regulation affects not only those businesses which produce the hazardous waste as a by-product of their activities. It also affects those whose business is collecting, transporting, and disposing of it. No matter what business you're in, therefore, you are almost certainly subject to at least some of the waste management regulations.

Hazardous waste disposal is also becoming more costly as it becomes more regulated. No longer can you simply drain your wastes into the sewer or the nearest river, or exhaust them into the air. If the wastes cannot be treated at your work site to make them harmless, you must arrange to collect and store them properly and then have them transported to an approved disposal site.

You and your employees should make sure you are aware of policies concerning the disposal of hazardous wastes. For your part, you should ask yourself:

1. Can the job be done in such a way that hazardous waste is reduced or eliminated?
2. Can the hazardous waste be recycled?
3. Can some other business make use of your hazardous waste?

Personal Protective Equipment

These will fit most of my employees.

INTRODUCTION

This chapter of the Manual provides a brief overview of some of the more commonly used forms of Personal Protective Equipment.

Personal Protective Equipment (PPE) is used to protect workers from job site hazards. These can include such things as: slippery surfaces; flying particles; noise; falling objects; hot, abrasive, or corrosive materials; and toxic fumes. PPE is also used in emergency situations for protection against fire or chemical contaminants. It is available to provide protection from almost any hazardous condition or unsafe act. And it can provide protection for almost any or all parts of the human body.

PPE should not be used as a substitute for other health or safety control measures. It is used when such measures fail or cannot be implemented. It is also used as a form of temporary protection in an emergency, such as a lack of proper ventilation when an exhaust fan stops working and can't be fixed quickly. Unfortunately, many owner-managers do rely on PPE even though other control measures are practical and readily available. Worse still, some do not provide their employees with any PPE at all. In one survey of 163 small businesses, PPE was found to be needed in 148 of them. Only two of those surveyed fully complied with the legislated PPE requirements. In over one-third of the businesses surveyed, PPE was either not provided at all, or was not adequate to protect against the hazards present.

Employers and employees use many excuses for not providing or using PPE. There is little basis in fact for their excuses, and none would stand up in court.

Some of the most frequently used excuses are:

1. **Hard hats are too hot or heavy to wear, and don't keep the head warm in cold weather.** Many years ago, this excuse may have been acceptable. But today hard hats are available which reflect heat. They also have webbing inside them which not only serves as a shock-absorber but also allows air to circulate between the hat and the wearer's head. For cold weather protection, cloth liners are available. And in terms of weight, most hard hats are now almost as light as an ordinary felt hat.
2. **PPE doesn't fit well and is uncomfortable to wear.** Here, too, this excuse was more acceptable years ago than it is today. Over the last 40 to 50 years there has been a big increase in the demand for PPE. This has led to an increase in competition among suppliers. As a result, a great variety of PPE which is more comfortable to wear is now available. PPE is made to fit all sizes and shapes of both men and women with little discomfort. It has become a truly personal product.
3. **PPE costs too much.** PPE does cost money. But it is a bargain when its cost is compared to the cost of even a very minor accident. (See chapter on Controlling Costs by Preventing Losses).

LEGISLATION COVERING PERSONAL PROTECTIVE EQUIPMENT

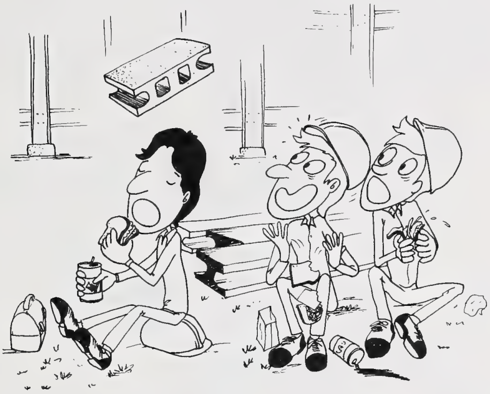
In a number of sections in the Occupational Health and Safety Act and Regulations the use of PPE is mentioned or specified. A partial summary of the information in them follows:

- Where there is, or may be, danger to a worker's head, feet, eyes, ears (hearing), hands, arms, legs, lungs, or the trunk of the body, the employer has the responsibility of ensuring that the worker wears properly fitting protective equipment. The equipment must be appropriate for the nature of the hazard and approved for the kind of work being done. (If needed, you can find more detailed information in the Chemical Hazards Regulation and Part 5 of the General Safety Regulation.)
- Before considering the use of any personal protective equipment, you are required to take all reasonable measures to control the hazard(s) by other means. For example, engineering controls could be used to contain chemical contaminants at their source. Where this is the case, the workers would have to wear respiratory protective equipment only in case of an emergency. Methods of control other than PPE are discussed in more detail in the Hazard Identification, Elimination and Control chapter of the Manual.

COMMON TYPES OF PERSONAL PROTECTION EQUIPMENT

If you do need to use PPE as a means of controlling health or safety hazards, it is important for you to have some basic knowledge of the equipment you will need. Information on six of the kinds of PPE most often used is given under the headings which follow:

HEAD PROTECTION



The head and—hopefully—its contents are the most important part of your body. The primary purpose of your head is to absorb knowledge, not blows. Therefore, special attention needs to be given to the protection of this part of your body.

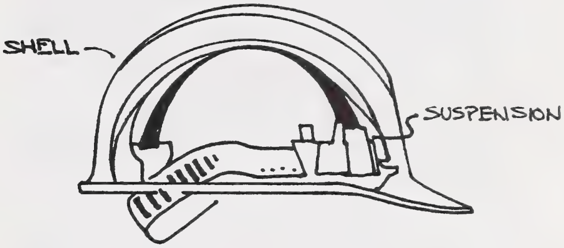
Hazards

The primary purpose of safety headgear is to protect the wearer's head from:
- falling objects,
- bumps,
- harmful substances, such as chemical spills or splashes, or
- contact with energized equipment.

The ability of a safety hat or cap to protect against the above hazards depends on its design, construction, how and when it is worn, and how well it is maintained.

Protective Equipment

Most PPE for the head consists of two primary parts—the shell and the suspension—as shown in the following illustration:



The shell is designed to provide protection against one or all of the following:
- impact from blows,
- penetration of objects,
- the effects of liquids such as water, acids, or oils, and
- electrical burns from contact with energized wires or equipment.

How well the shell protects against these hazards depends mostly on what materials it is made of. The materials used include aluminum, laminated phenolic resins, thermoplastics, or glass fiber (mats) impregnated with polyester resins.

Some shells are modified to allow for the addition of accessories such as safety lights or ear muffs. If your work calls for any such accessories, buy shells specifically designed for them. Do not make your own modifications to the shell. Doing so can reduce its ability to provide the desired protection.

The suspension does a number of things:
- it allows the shell to fit comfortably on the wearer's head regardless of its shape,
- it helps distribute the force of any blows over as large an area as possible, and
- it allows air to circulate between the shell and the wearer's head.

Equipment for protecting the head is commonly identified by its class – Class A, B, C, or D. The class shows the specific hazards the equipment is designed to protect against. When buying head protection equipment, you should be sure its construction is suitable to your needs and its class suitable for the hazards present at your workplace.

Checklist

Here is a checklist showing the things you should consider when selecting and using head protection equipment:

1. Look carefully for anything at the work site which might present a hazard to the head.
2. Before buying head protection equipment, check to see if another form of protection can be used or if the hazard can be eliminated.
3. If head protection must be used, make sure it is CSA (Canadian Standards Association) approved and suitable for the potential hazards at your work site.
4. Take care to see that head protection equipment isn't dropped or used for any purpose other than head protection.
5. Do not paint or mark the equipment.
6. Regularly inspect the equipment for damage (excessive scuffing, nicks, scrapes, or cracks) which may reduce its ability to protect against your work site hazards.
7. Get rid of equipment which has a lot of chalking or loss of surface gloss.
8. Check the suspension for loose or torn cradle straps, broken sewing lines, loose rivets, defective lugs, or other conditions which make the head protection equipment unsafe.
9. Do not put holes in the shell to make it cooler or to allow accessories to be added. This can lessen its ability to withstand the maximum impact of falling objects or to protect against electric shocks.
10. Last but not least, make sure the head protection equipment is worn.

EYE PROTECTION

Imagine how difficult it would be to manage your business or do your work if you lost your eyesight. Yet every year thousands of people have had to face this challenge because they were blinded by a work-related accident.

The eyes are very sensitive organs. In the work place, they can be exposed to a variety of physical, chemical, and radiant energy hazards. Because eyesight is so precious, eye protection needs to be given a high priority.

Hazards

Hazards from which the eyes need to be protected include:

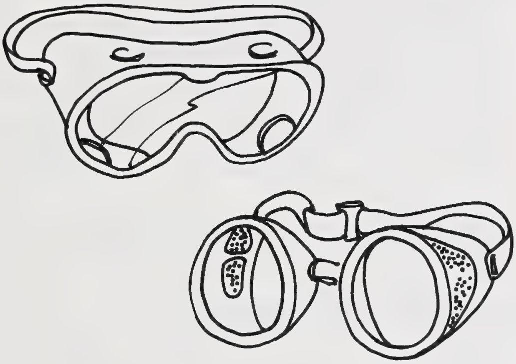
1. Exposure to radiant energy (the sun and welding flash).
2. Flying particles such as slag from welding, chipping, grinding, or sandblasting.
3. Splashing liquids when working with potentially harmful chemicals, such as caustics and acids.
4. Harmful airborne chemicals (gases and vapours) and particulates (dust).

Wherever possible, eye hazards should be controlled at the source rather than depending on eye protection equipment. For example:

- install safety glass or plastic shields on machines to prevent exposure to flying particles or liquids,
- use enclosures to control dusts, mists, vapours, and
- provide proper ventilation to remove harmful substances before they become airborne and reach the working area.

Protective Equipment

Eye protection equipment comes in a great variety of shapes and sizes, each of which is designed to protect the wearer from one or more specific hazards. Some typical types are shown in this illustration.



Face guards or shields are not an acceptable substitute for eye protection equipment. They are intended to protect the face, not the eyes. Actually, a combination of suitable equipment should be used to protect both the face and eyes.

In all cases, it is important to make sure the eye protection equipment is of an approved type and is properly fitted to the employee. Don't make the mistake of purchasing only one type or size. This may save money, but it results in poor-fitting equipment and employees will not want to use it. You should keep in mind that personal protective equipment is just what the name says: equipment for use by individual persons. This is particularly critical with eye protection equipment, which must be treated as an optical aid and therefore needs to be properly selected, fitted, maintained, and—above all—worn.

Checklist

Here is a checklist showing the things you should consider when selecting and using eye protection equipment:

1. Look carefully for anything at the work site which might present a hazard to the eyes.
2. As much as possible, eliminate or control these hazards.
3. If eye protection equipment must be used, select and provide the kind suited to the specific hazards present.
4. Purchase only Canadian Standards Association (CSA) approved eye protection equipment.
5. Make sure the equipment selected is properly fitted. Corrective glasses should be fitted by a professional in optometry.
6. Make sure your employees realize the importance of wearing and maintaining their eye protection equipment.
7. Face shields should not be used as eye protection equipment.
8. Post signs in areas where there are hazards to the eyes warning anyone coming into the area about the hazard, and calling attention to the need to wear eye protection equipment of the proper kind.
9. Make sure the eye protection equipment is worn.

HEARING PROTECTION

Hearing is an important part of life. To lose it would mean to never again hear music, the roar of fans at a hockey game, or the voices of your children. Noise is a very common occupational hazard. Fortunately, much can be done to prevent hearing loss in the workplace.

Hazards

Excessive noise is a leading cause of hearing loss. Noise induced hearing loss can be caused by:

- a sudden loud noise such as an explosion or blast, or
- exposure to a noisy environment for long periods of time.

The destructive effects of noise depend on loudness, pitch (how high or low the sound is), length of exposure, previous ear trouble, the distance the employee is from the source of the noise, and the position of the source. In hearing loss, it is the high-pitched frequencies that are the first to go. If noise levels continue unchecked, these losses become permanent and may spread to those frequencies associated with speech. Once hearing or any part of it is lost, it cannot be replaced or repaired.

Whenever possible, hazards to hearing should be controlled at the source. For example:

- change a noisy machine or process to a quieter one
- modify existing equipment which has vibrating surfaces by adding damping between the base and the floor or wall, by bracing equipment better, or by adding sound absorbent material around noisy equipment, and

- isolate employees from noise through the use of an enclosed control room, or sound barriers and partitions.

Employees' work schedules can be rotated so that an uprotected employee is never exposed to hazardous noise for longer than what is safe. Maximum daily exposure times are set out in the Noise Regulation. For example, the maximum allowed duration is 8 hours per day at 85 decibels, 4 hours per day at 90 decibels, and 1 hour per day at 100 decibels. (As a comparison, the average factory operates at 80-90 decibels). An employee is never to be exposed to more than 115 decibels. If it is not possible to reduce noise levels, then hearing protection should be provided and used.

Protective Equipment

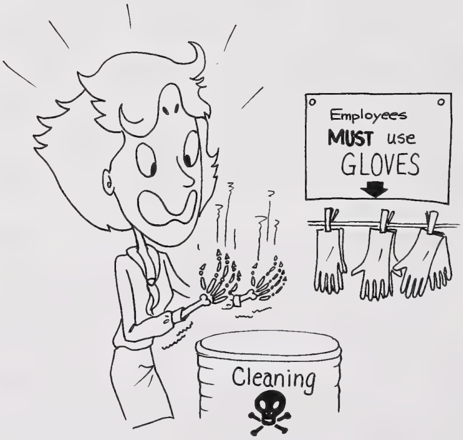
Hearing protectors can be either muffs or plugs. Noise level and personal comfort will determine which is appropriate for a given employee. Hearing protectors must comply with CSA Standards and should reduce noise to safe levels at the ear. The Canadian Standards Assocation recognizes three classes of protectors: A, B, and C. Class A offers the highest level of protection, with Class C offering the least. Most hearing protectors also have also have a noise reduction rating (NRR). In general, an NRR of 24 or higher can be considered equal to a Class A protector. An NRR of 17 to 23 is basically equivalent to Class B, while an NRR of less than 17 is equal to Class C.

Checklist

Here is a checklist of the things you should consider when selecting and using hearing protection equipment:

1. Make sure that the protectors reduce noise levels enough so that the employee's hearing is protected.
2. Purchase only CSA-approved hearing protection equipment.
3. Check that the protectors fit the employee properly.
4. Inspect the protector daily. See to it that the equipment is maintained in good shape and replaced when needed. It must be kept clean and dry, and stored in a clean place when not in use.
5. Do not let employees use another person's earplugs since this may spread infection. Also, custom-made earplugs will probably not fit another worker properly.
6. When noise levels exceed the safe limits, you must provide employees with regular hearing checks. Maintain a record of all test results. You may be required to provide these records to an employee's physician.
7. Post signs in the areas where there are hearing hazards, warning anyone coming into the area about the hazard, and calling attention to the need to wear proper hearing protection equipment.
8. Make sure your employees realize the purpose and limitations of any equipment worn to protect them from noise.
9. Make sure that hearing protection is worn.

HAND PROTECTION



The human hand is a very complex part of our bodies. It consists of bones, tendons, muscles, nerves, and blood vessels. And it is used to grasp, squeeze, push or pull, lift, feel, and detect differences in temperature. Hands are essential to earning a living. As such, they must be properly protected.

Because our hands perform such a wide variety of tasks, their exposure to possible injury is greater than any other part of our bodies. This is shown by the fact that over one-fifth (20%) of all injuries for which compensation is paid in Canada are to the hands.

Hazards

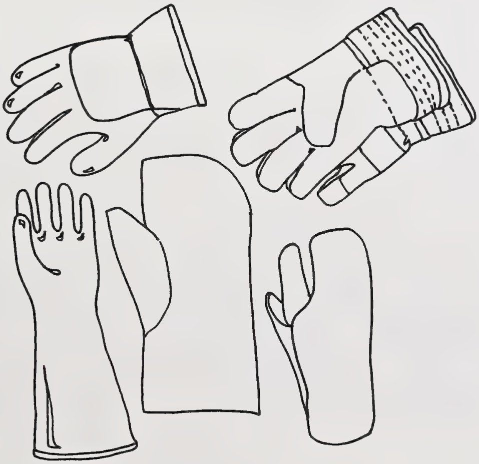
Proper PPE for the hands can protect against:

1. Temperature—heat or cold.
2. Motion—scrapes, abrasions, or punctures.
3. Chemical—caustics, acids or any of the literally thousands of substances which can cause damage directly to the hand, or to the body itself by absorption through the skin.
4. Biological—organisms such as bacteria, viruses, or fungi.
5. Electrical—any source or carrier of electrical power.

As with hazards to any part of the body, the first thing to look for is a way to remove or control the hazard. In the case of hazardous chemicals, this can be done by substituting one that is less hazardous or is safe. It might also be done by redesigning the job or workplace so the material does not need to be handled directly. Where the hazard arises from careless motion, guards can be installed or gloves can be used to protect the hands. Also, safety devices can be installed, like "stop/start" buttons which must be pushed to start the equipment and held down to keep it operating. Electrical devices can be insulated or placed in enclosures to protect against accidental contact.

Protective Equipment

If hand protection is required, there is a wide variety available. Gloves are made from leather, cotton, rubber, asbestos, metal, synthetic (man-made) materials, or combinations of these. Each pair is designed to protect against specific hazards. For example, heat-resistant gloves offer good protection against hot metal, while leather or vinyl-coated gloves can provide protection when handling rough wood or metal objects.



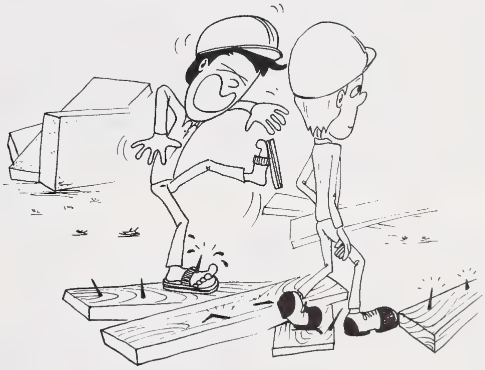
Some of the basic types of gloves available are shown in the illustration.

Checklist

Here is a checklist showing the things you should consider when selecting and using protection equipment for the hands:

1. Look for anything at the workplace which might present a hazard to the hands.
2. As much as possible, eliminate or control these hazards.
3. If hand protection equipment must be used, make sure you select the proper equipment to protect against the hazards present.
4. Inspect the equipment on a regular basis for holes, tears or other damage that would make it ineffective.
5. Make sure the hand protection equipment is used.

FOOT PROTECTION



Feet are the balancing mechanism of the body. Without your feet, it would be difficult to stand, let alone walk. This being so, protecting them from injury makes sense. Yet, although safety footwear has long been available, thousands of foot injuries occur on the job every year. And the statistics show that most of these are the result of a blow to the foot: one of the main hazards safety shoes protect against. The high accident rate suggests that many workers are not wearing proper foot protection.

Hazards

Proper footwear can protect against:

1. Impact—something falling on the foot.
2. Compression—something rolling over or squeezing the foot.
3. Punctures—a sharp object (such as a nail or piece of glass) sticking into the foot.
4. Slips—on a hazardous surface such as ice, mud, or oil.
5. Burns—from hot materials such as molten metal or slag.
6. Electrical Shocks—from contacting energized electrical conductors.

Safety shoes with metal toe caps and a metal plate in the sole protect against the first three types of hazard in this list. A proper tread design will help prevent slips, and leather protects against burns. Shoes with electrical-shock-resistant soles reduce the risk of injury if a live electrical conductor is touched accidentally.

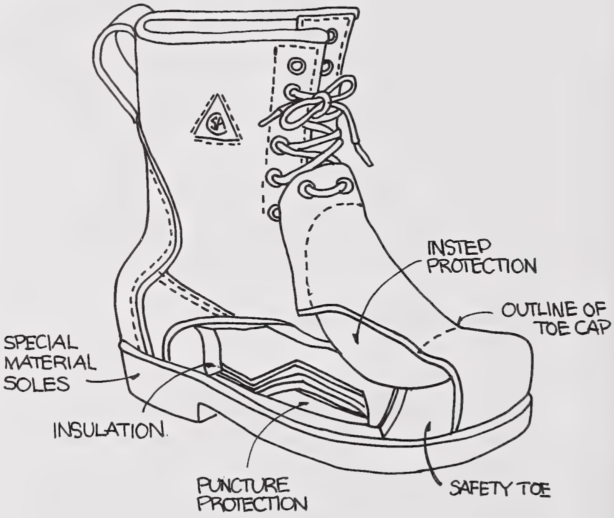
Besides footwear, there are other methods of controlling hazards to prevent foot injuries. Good housekeeping (keeping the work site neat and clean) can reduce the risk of slips due to spilled or leaking fluids, and of falls due to tripping over objects on the floor or in the aisle. Protruding nails can be removed or bent over. Storing heavier objects on low shelves or pallets can reduce the risk of them falling on the foot. None of these preventative measures eliminate the need for safety footwear, but they can help reduce the number and severity of injuries that may occur even though safety shoes are being worn.

Protective Equipment

Well-made and properly-fitted safety shoes are as comfortable to wear as regular shoes or boots. Due to their construction they also provide substantial foot protection. Some of the characteristics of safety shoes you need to be aware of when selecting shoes suitable for your work place include:

1. *Soles*
   Soles are made from leather, rubber, polyvinylchloride (PVC), urethane, and other materials. Some soles also have a metal plate in them.
2. *Uppers*
   Uppers are made from leather—often cowhide—or any of a variety of man-made materials to provide better resistance to water, oils, or chemicals. They also are built to provide insulation against heat and cold. And they can have a flexible sleeve around the top to prevent small sparks or burning particles from getting in the shoe. If additional protection is needed for the wide part of the foot above the toes (the metatarsal area of the foot), plastic or metal guards are available. These can be built into the upper or bought separately and tied onto the shoe itself.
3. *Toes*
   Safety toes are made of steel or impact-resistant plastic. They are built right into the shoes. They offer varying degrees of protection, the choice depending on the hazards the shoes are to protect against.

This cut-away view of a safety shoe shows some of its general features:



Selecting Protective Footwear

The features you choose for your safety shoe will depend on the hazards you may find where you work. Always look for the CSA (Canadian Standards Association) label; it shows that the shoes have met certain standards. The label may be located on either the outside or the inside of the shoe. Outside labels are triangular, and their colour shows the impact resistance rating of the shoe (how much impact it could resist when tested). The triangular shape is used on shoes having a puncture-resistant steel plate and a steel toe. Inside labels are rectangular, which indicates a shoe having only a steel toe, and are colour-coded like the outside labels.

Checklist

Here is a checklist showing the things you should consider when selecting and using protection equipment for the feet:

1. Look for anything at the workplace which might present a hazard to the feet.
2. As much as possible, control or eliminate these hazards.
3. Make sure that all shoes worn on the job site are of the CSA-approved type needed to protect against the hazards present.
4. Inspect shoes regularly for excessive wear such as exposed steel toe caps or worn or torn uppers. If the shoes are the electrical resistance type, check to be sure that nothing is sticking to, or has punctured, the sole. If this has happened, it may reduce or destroy the shoe's ability to protect against electrical shock.
5. Make sure safety shoes are being worn.

PROTECTING THE RESPIRATORY SYSTEM

Respiratory protective equipment must be suitable for the hazards present if it is to be effective.

After your brain and heart, your lungs are probably the most important organ in your body. When you breathe—which you must do to live—you provide a way for toxic materials to enter directly into your body. They do this through your lungs, which are the link between the air you breathe and your blood. If there are contaminants in the air, these may be quickly absorbed into the body and cause a variety of toxic responses ranging from nausea to death. In some cases, the response is immediate; in other cases it may take a long time, perhaps even years. If all responses were immediate, there would be more interest in wearing protective respiratory equipment.

A recent study of 131 small autobody repair shops produced these results:

- respirators were being used in only 17 of the shops,
- of those using respirators, almost half were using the wrong kind, and
- in 102 of the shops, the employees had not received any training in the use of respirators.

These statistics show the size of the problem in small business of selecting respiratory protective equipment, training employees in its use, and making sure it is worn.

As with hazards to the other parts of the body, you should consider using respiratory protective equipment only when other methods of control are not available or practical. For example, a toxic chemical can be controlled by an exhaust hood or by enclosing the process so employees are not exposed. Sometimes simply changing to a less or non-toxic product can solve the problem.

Hazards

The number of specific hazards to the respiratory system is too great to list in this Manual. In general, however, there are two classes of hazards, both of which may be present at the same time. The two classes are:

1. Oxygen-deficiency hazards (a lack of oxygen for breathing due to oxygen being displaced by some other gas or substance).
2. Toxic or disease-producing contaminants. These can be present in such forms as fog, mist, smoke, fumes, gas, vapour, or dust.

Protective Equipment

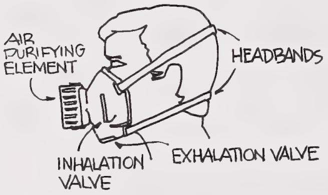
Although there are many specific kinds of respirators available, most can be classed as either air purifying or air supplying. The following illustration shows examples of each of these classes:

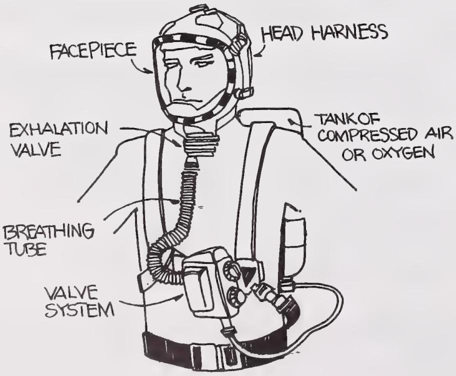
Air Purifying Respirators include all those which help purify the air the wearer breathes. Many use mechanical filtering devices or other types of filters to screen out contaminating particles before they can get into the lungs. Depending on the type and design, they have the ability to filter out many different sizes of particles. However, while they may look like respirators which will protect against gases or vapours, they are not designed to do this. Therefore, don't use them where these hazards are present.

Chemical cartridge respirators and gas masks should be used where potentially harmful gases or vapours are present. These types of air purifying respirators are designed to protect against such hazards. Their ability to reduce the danger from these hazards depends on such things as:

- the toxicity of the contaminant,
- how much of it is present,
- length of time the wearer is exposed to the hazard, and
- the amount of oxygen present.

Neither type of air purifying respirators should be used when there is not enough oxygen in the air or where the contaminant is so concentrated the filtering system cannot remove enough to prevent harm.


AIR PURIFYING RESPIRATOR


AIR SUPPLYING RESPIRATOR

Air Supplying Respirators supply air to the wearer. They are used when the contaminant is too concentrated to be removed by an air purifying respirator, or where there's not enough oxygen to support breathing. Two types are commonly used: airline, and self-contained breathing apparatus (SCBA). Airline respirators have an airline attached to a large tank of breathable air and to the wearer's facepiece. SCBA has a smaller tank of breathable air which is carried on the wearer's back and a very short airline between this tank and the wearer's facepiece.

NOTE: The air for both types of air supplying respirators must meet strict government standards. These can be found in Part 5 of the General Safety Regulation. Also note that you must develop a written code of practice if you use protective equipment as a means of controlling exposure to respiratory hazards. You can find more information on this requirement in Part 5 of the General Safety Regulation.

Selecting Protective Equipment

When selecting respiratory protective equipment, you need to be sure it is designed to protective against the specific hazards in your workplace. You should also be sure any equipment you buy has the appropriate government approvals. Alberta Occupational Health and Safety can help you with this. Addresses and phone numbers are given in the chapter on Sources of Information and Help. Safety equipment suppliers can also help you with this or other selection specifics.

Checklist

Here is a checklist showing the things you should consider when selecting and using protective equipment for the respiratory system:

1. Look for anything at the workplace which might present a hazard to the respiratory system.
2. As much as possible, control or eliminate these hazards.
3. Make sure the respiratory protective equipment you select will provide proper protection for the hazards present at your workplace.
4. Use only equipment that is approved for protection against the hazards present at your workplace.
5. Make sure your respirators fit their users properly and comfortably. (For information on fitting respirators, see Part 5 of the General Safety Regulation.)

6. Follow the manufacturer's specifications for cleaning, storing, maintaining, and inspecting your respiratory protection equipment.
7. Be sure all your employees are aware of the respiratory hazards and are properly trained in the use of the protection equipment.
8. Develop a code of practice for the use of respiratory protection equipment at your workplace.
9. Make sure the equipment is worn.

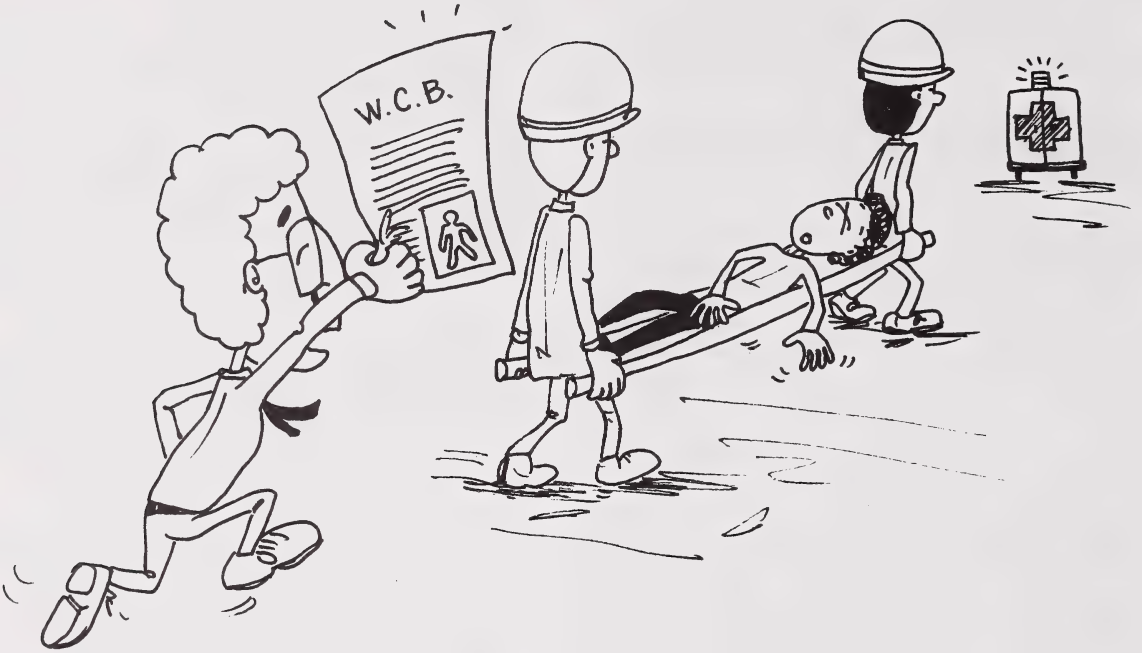
ENFORCEMENT—DON'T JUST CHOOSE IT, USE IT!

As an employer, you are required by law to be sure your employees wear personal protective equipment to protect them against hazards present in your business. The law also requires them to use this equipment. To encourage its use, supply equipment that fits each employee properly and is comfortable to wear.

Make your employees aware of your policy regarding the use of personal protective equipment. Make sure they are aware of all the potential hazards present at your workplace. Also make sure they are aware of the consequences of not wearing protective equipment in terms of both their health and their employment.

Finally, you must be sure anyone present at your workplace uses the required personal protective equipment. This applies to visitors and outside contractors but, most importantly, it applies to you. Not only must you set an example (monkey see, monkey do), but you can't afford to take the risk of not using it.

Workers' Compensation Claims



This chapter provides important information on compensation claims. Some of the information in it has been taken directly from the Workers' Compensation Act and Workers' Compensation Board (WCB) booklets. Other information has been summarized or simplified for ease of reading.

If you require more information on any of the material in this Section, contact a WCB office. (Office addresses are shown on the instruction sheets for the accident report forms at the end of this chapter.) For an explanation of the process by which compensation is assessed and paid, refer to the chapter of the Manual titled, "Controlling Costs by Preventing Losses". If this explanation does not answer your questions, the WCB has manuals which explain in detail such things as how claims are adjudicated and how specific industries are assessed. Copies of these manuals can be purchased from the WCB. Alternatively, they can be reviewed at the main public libraries in the major cities of the province, or at any WCB office.

WCB CLAIM FORMS

The WCB requires the completion of three forms when a compensation claim is made. Two of these are the "Employer's Report of Accident or Industrial Disease" (blue) and the "Worker's Report of Accident" (white). Copies of these forms can be found at the end of this chapter. Additional copies can be obtained from any WCB office. Always keep some on hand to avoid unnecessary delays if you have to file a claim. The third form is completed by a doctor. You are not normally required to report an accident to the WCB if it is such that your employee is able to return to work the day after the accident. But you do have to report the accident if your employee receives medical aid.

Even if you are not required to fill out a WCB accident report form (you don't have to report minor first aid incidents), you should keep a record of every injury. There are two reasons for this. First, under the Alberta Occupational Health and Safety Act and its

Regulations you are required to keep a record of all injuries. Secondly, because minor injuries sometimes result in lost time or require medical aid later, the record provides a useful reference for investigating claims at some future date.

Employer Form

You are required by law to complete and mail the "Employer's Report of Accident or Industrial Disease" to the WCB within 72 hours of knowing of an accident. Failure to do so may result in your being penalized. Be sure to make a carbon copy or photocopy of the completed form for your records. Also, keep copies of any letters you write or receive regarding the accident, and make notes - including dates - of any discussions or phone calls about it.

Employee Form

Your injured worker should complete the "Worker's Report of Accident" as soon as possible after the accident and mail it to the WCB. You may offer to help fill in the information, but do so only if your employee freely accepts your offer. Otherwise, you may hurt your case if you later want to appeal the claim.

Doctor's Form

The WCB requires the submission of a third form. This form is completed by the injured worker's doctor, dentist, optometrist, or other "treating agent". If the injury will, or likely will, disable the employee for more than 24 hours, the doctor is required to forward the completed form to the WCB within 48 hours of examining the employee. The form provides information on the medical status of the injured person and an opinion on a "return to work" date.

CLAIMS INVESTIGATION

If you have a legitimate reason for disagreeing with a claim filed by one of your employees, you may request a claims investigation. To initiate an investigation, check off box number 3C on the blue WCB accident report form. Give a brief explanation of your reasons for requesting an investigation. If the space provided on the blue form is too small, write your explanation on a separate sheet and attach it to the blue form. Be sure to supply enough information on the blue form to allow the WCB to identify the claim. An easy way to do this is to send a duplicate of your copy of the blue form on which you originally reported the accident.

If the WCB feels your reasons for requesting an investigation are valid, a claims investigator will be assigned to look into your employee's compensation claim.

CLAIMS APPEALS PROCEDURE

If you do not understand the reasons for the WCB's Claims Department's decision on a claim, contact the claims adjudicator for an explanation. (The adjudicator's name and phone number will be on the letter sent to inform you that a claim has been awarded.)

If you do not agree with the adjudicator's decision, you may appeal it. Complete the "Request For Review" form and send it to the WCB Claims Department at the address shown on the form. (A copy of this form is included at the end of this chapter.)

An appeal may take the form of: a documentary review of the evidence; or, a hearing. It is important to note that the appeal process is sequential. Thus, an appeal may not be made to the Appeals Commission without first having obtained a decision from the Claims Services Review Committee (CSRC). Similarly, an appeal may not be made to the CSRC without first having obtained a decision from the Claims Department.

CLAIMS COUNSELLING SERVICE

The WCB provides a claims counselling service to help you or your employee deal with any problems encountered with the Claims Department. This service is available throughout the province.

Claims counselling may be contacted by phoning or writing:

WCB Claims Information and Counselling
Box 2415, 9912 - 107 Street,
Edmonton, AB T5J 2S5
Ph: 498-4054

WCB Claims Information and Counselling
132 - 16th Avenue N.E.,
Calgary, AB T2E 1J5
Ph: 297-6471

Owner-managers rarely get time to relax - when they do, they don't spend it reading government regulations.

ACCESS TO INFORMATION

In the case of incapacity or death of one of your workers, legislation entitles:

- the worker,
- the worker's personal representative or dependent,
- any agent of any of the above,
- the employer, or
- the employer's agent

to examine all information in the WCB files relevant to the issue under review or appeal. The information so obtained may be used only in pursuing the review or appeal and for no other purpose.

COST RELIEF

A back injury can disable a worker for a long period of time and, because of the high medical and rehabilitation costs, the employer's account can be assessed some very substantial charges. For certain back injury claims, the WCB may provide some cost relief by charging your account only up to a calculated maximum. This can result in a considerable savings in your future assessments.

Although cost relief is applied primarily to back injury claims, you may request it for other types of injuries. More information on cost relief can be obtained by contacting the WCB.

WORKERS' COMPENSATION ACT

You probably lack both the time and the interest to go through the Workers' Compensation Act section by section. However, some knowledge of its contents can help reduce the possible frustration that may develop when you have to deal with a compensation claim. Here are some examples of sections of the Act where knowledge can benefit you.

Compensation for Disability

Section 51(8). Where work is made available to a worker who is temporarily partially disabled and the WCB is satisfied that the worker is medically and physically capable of doing the work and that, considering all the circumstances, it is fair and just to expect the worker to accept the work, the following applies, notwithstanding subsection (7):

Section 51(8)(a). If the worker accepts the work, the WCB shall pay periodic compensation to the worker if, in doing the work, the worker suffers an earning loss that is caused by the residual disability, and in that case the compensation shall be in an amount that is a proportionate part of 90% of the worker's earning loss, based on the WCB's estimate of the degree to which the earnings loss is caused by the residual disability;

Section 51(8)(b). If the worker refuses the work, the WCB shall continue to pay periodic compensation to the worker in accordance with clause (a) as if the worker had accepted the work.

Waiver of Benefits

Section 134 - a worker may not agree with his employer to waive or to forego any of the benefits to which he or his dependents might become entitled under this act, and every such agreement is void.

Posting Notice

Section 139 - an employer shall post and keep posted in a conspicuous place on the premises where the work performed by his workers is being carried on, and where they may be readily seen by his workers, any notices the Board requires to be posted.

WCB

WORKERS' COMPENSATION BOARD - ALBERTA

IN ALL CASES OF INJURY

THE EMPLOYER SHALL

(1) Furnish first aid in accordance with regulations of The Occupational Health and Safety Act.

(2) Keep a written record of all first aid treatment.

(3) When required, provide immediate transportation to a hospital, doctor, or to any other place that is appropriate for the treatment of the worker's condition.

(4) Promptly provide the WCB with an Employer's Report of Accident (Form C-040) and such other reports or information as are necessary. If the accident disables, or is likely to disable, the worker for more than the day of the accident, the employer shall give notice of accident or the allegation of happening of the accident to the WCB within 72 hours after acquiring knowledge of the accident or the allegation and shall give a copy of that notice to the worker.

*(5) If the worker is not disabled beyond the day of accident, the employer is not required to report the accident to the Workers' Compensation Board UNLESS necessary Medical Aid is not included under basic health services as defined by the Alberta Health Care Insurance (AHCI) Act. Examples of Medical Aid not included under the AHCI Act are drugs and dressing, prosthetic replacement, naturopathic services, dental repair, eye glass replacement, etc.

If the accident disables a worker for the day of accident or part thereof, the employer shall, by the end of the next regularly scheduled pay period after that day, pay compensation to the worker for that day in an amount equal to the minimum normal net wage the worker would have received for that day if he or she had not been disabled and had been available for work in the normal course.

(6) If the accident disables a worker for longer than the day of the accident, compensation shall be paid to the worker from and including the day following the day the accident occurred.

THE WORKER SHALL

(1) Promptly obtain necessary first aid treatment.

(2) Notify the employer immediately of any injury requiring medical aid* and ask the doctor for a Treatment Memorandum (Form C-050A-84) to take to the employer if (6) above applies.

(3) Have the initial choice of doctor or other qualified practitioner with the understanding that a change of doctor cannot be made without the permission of the Workers' Compensation Board.

(4) Complete and promptly return all report forms received from the WCB.

(5) Not leave the province without permission of the WCB. Failure to obtain such permission will place present and future compensation and medical aid entitlements in jeopardy. If a worker plans to leave the province during the disability period, the WCB should be consulted.

* All costs for basic health services, as defined in the Alberta Health Care Insurance (AHCI) Act, will be paid through the Alberta Health Care Insurance Plan (AHCIP) subject to re-imbursement by the WCB. Costs for services under The Alberta Hospitals (AH) Act and costs not included under the AHCIP will be paid directly by the Workers' Compensation Board.

For further information write to or phone:

WORKERS' COMPENSATION BOARD
Box 2415
Edmonton, Alberta T5J 2S5
Telephone: 427-1131

Employers are required under the Act, Section 139, to keep this form posted in a conspicuous place on the premises and readily accessible to all employees.

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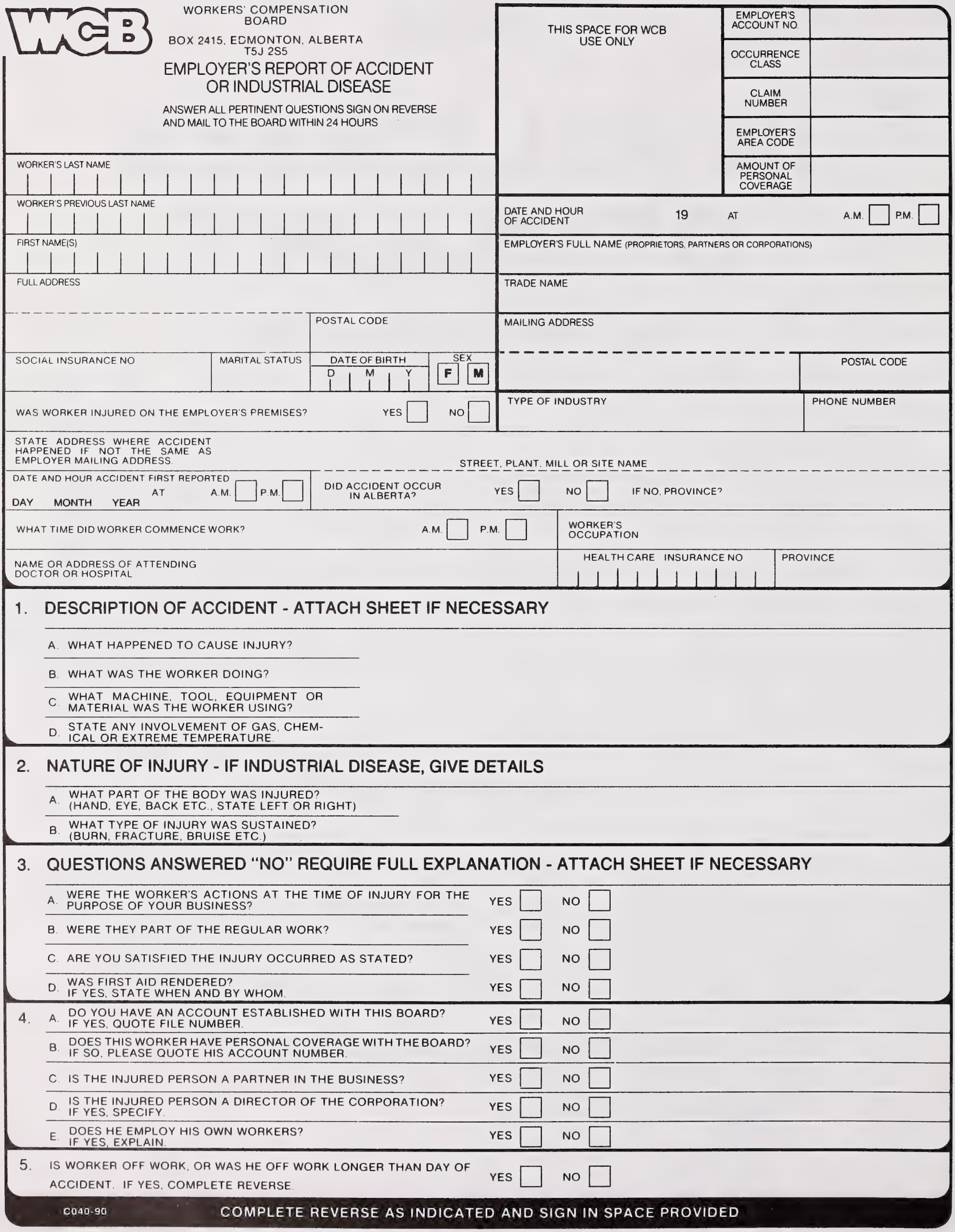


WORKERS' COMPENSATION BOARD
BOX 2415, EDMONTON, ALBERTA
T5J 2S5

EMPLOYER'S REPORT OF ACCIDENT OR INDUSTRIAL DISEASE

ANSWER ALL PERTINENT QUESTIONS SIGN ON REVERSE
AND MAIL TO THE BOARD WITHIN 24 HOURS

THIS SPACE FOR WCB USE ONLY	EMPLOYER'S ACCOUNT NO.	
	OCCURRENCE CLASS	
	CLAIM NUMBER	
	EMPLOYER'S AREA CODE	
	AMOUNT OF PERSONAL COVERAGE	

WORKER'S LAST NAME

WORKER'S PREVIOUS LAST NAME

FIRST NAME(S)

FULL ADDRESS

POSTAL CODE

SOCIAL INSURANCE NO

MARITAL STATUS

DATE OF BIRTH D M Y

SEX F ☐ M ☐

WAS WORKER INJURED ON THE EMPLOYER'S PREMISES? YES ☐ NO ☐

DATE AND HOUR OF ACCIDENT 19 AT A.M. ☐ P.M. ☐

EMPLOYER'S FULL NAME (PROPRIETORS, PARTNERS OR CORPORATIONS)

TRADE NAME

MAILING ADDRESS

POSTAL CODE

TYPE OF INDUSTRY

PHONE NUMBER

STATE ADDRESS WHERE ACCIDENT HAPPENED IF NOT THE SAME AS EMPLOYER MAILING ADDRESS. STREET, PLANT, MILL OR SITE NAME

DATE AND HOUR ACCIDENT FIRST REPORTED DAY MONTH YEAR AT A.M. ☐ P.M. ☐

DID ACCIDENT OCCUR IN ALBERTA? YES ☐ NO ☐ IF NO, PROVINCE?

WHAT TIME DID WORKER COMMENCE WORK? A.M. ☐ P.M. ☐

WORKER'S OCCUPATION

NAME OR ADDRESS OF ATTENDING DOCTOR OR HOSPITAL

HEALTH CARE INSURANCE NO

PROVINCE

1. DESCRIPTION OF ACCIDENT - ATTACH SHEET IF NECESSARY

A. WHAT HAPPENED TO CAUSE INJURY?

B. WHAT WAS THE WORKER DOING?

C. WHAT MACHINE, TOOL, EQUIPMENT OR MATERIAL WAS THE WORKER USING?

D. STATE ANY INVOLVEMENT OF GAS, CHEMICAL OR EXTREME TEMPERATURE.

2. NATURE OF INJURY - IF INDUSTRIAL DISEASE, GIVE DETAILS

A. WHAT PART OF THE BODY WAS INJURED? (HAND, EYE, BACK ETC., STATE LEFT OR RIGHT)

B. WHAT TYPE OF INJURY WAS SUSTAINED? (BURN, FRACTURE, BRUISE ETC.)

3. QUESTIONS ANSWERED "NO" REQUIRE FULL EXPLANATION - ATTACH SHEET IF NECESSARY

A. WERE THE WORKER'S ACTIONS AT THE TIME OF INJURY FOR THE PURPOSE OF YOUR BUSINESS? YES ☐ NO ☐

B. WERE THEY PART OF THE REGULAR WORK? YES ☐ NO ☐

C. ARE YOU SATISFIED THE INJURY OCCURRED AS STATED? YES ☐ NO ☐

D. WAS FIRST AID RENDERED? IF YES, STATE WHEN AND BY WHOM. YES ☐ NO ☐

4. A. DO YOU HAVE AN ACCOUNT ESTABLISHED WITH THIS BOARD? IF YES, QUOTE FILE NUMBER. YES ☐ NO ☐

B. DOES THIS WORKER HAVE PERSONAL COVERAGE WITH THE BOARD? IF SO, PLEASE QUOTE HIS ACCOUNT NUMBER. YES ☐ NO ☐

C. IS THE INJURED PERSON A PARTNER IN THE BUSINESS? YES ☐ NO ☐

D. IS THE INJURED PERSON A DIRECTOR OF THE CORPORATION? IF YES, SPECIFY. YES ☐ NO ☐

E. DOES HE EMPLOY HIS OWN WORKERS? IF YES, EXPLAIN. YES ☐ NO ☐

5. IS WORKER OFF WORK, OR WAS HE OFF WORK LONGER THAN DAY OF ACCIDENT. IF YES, COMPLETE REVERSE. YES ☐ NO ☐

C040-90 COMPLETE REVERSE AS INDICATED AND SIGN IN SPACE PROVIDED

IF FAXED OR PHOTOCOPIED,
PLEASE PROVIDE WORKER'S NAME: ______________________________(WCB FAX 403 427-5863)

6. A. DATE WORKER WAS HIRED: DAY /MONTH /YEAR

B. WORKER FIRST MISSED WORK ON: DAY /MONTH /YEAR TIME A.M. ☐ P.M. ☐

C. IF WORKER HAS RETURNED TO WORK, GIVE DATE AND TIME: DAY /MONTH /YEAR TIME A.M. ☐ P.M. ☐

D. IF THE WORKER HAS NOT RETURNED TO WORK, GIVE ESTIMATED LAYOFF: LESS THAN 7 DAYS ☐ 7-14 DAYS ☐ MORE THAN 14 DAYS ☐

E. IS THE WORKER'S EMPLOYMENT SECURE WHEN FIT TO RETURN TO WORK? YES ☐ NO ☐ EXPLAIN:

7. WILL YOU CONTINUE THE WORKER ON FULL OR PARTIAL PAY DURING THE PERIOD OF DISABILITY? NO ☐ YES ☐ PROVIDE THE EXACT AMOUNT: $________________PER________
(**NOTE** IF THIS AMOUNT IS LESS THAN BENEFITS PROVIDED BY W.C.B., THEN THE DIFFERENCE MAY BE PAID TO THE WORKER)

8. A. WHAT WAS THE WORKER'S RATE OF PAY? $____________PER HOUR ☐ WEEK ☐ BI-WEEKLY ☐ MONTH ☐ EXPLAIN OTHER: ____________

B. NUMBER OF HOURS ____________PER DAY ☐ WEEK ☐ SHIFT CYCLE ☐

C. IF THE WORKER IS NOT PAID A REGULAR TIME BASED RATE FOR A SPECIFIED TIME PERIOD:

I. SELECT OR PROVIDE THE NATURE OF EMPLOYMENT PLEASE:

TRUCKER-OWNER OPERATOR ☐ PIECEWORKER ☐ IRREGULAR PART TIME ☐ PERSONAL COVERAGE ☐ SUB—CONTRACTOR ☐

WELDER-OWNER OPERATOR ☐ IRREGULAR SHIFTS ☐ OTHER ☐ EXPLAIN:

II. PROVIDE GROSS EARNINGS FOR THE ONE YEAR PRIOR TO ACCIDENT OR SUCH LESSER PERIOD AS THE WORKER WAS EMPLOYED BY YOUR FIRM:

$__________ FOR THE PERIOD OF EMPLOYMENT **FROM** DAY /MONTH /YEAR TO DAY /MONTH /YEAR.

III. PROVIDE THE NUMBER OF DAYS MISSED FROM WORK WITHOUT PAY DURING GROSS EARNINGS PERIOD.
PROVIDE THE REASON FOR EACH TIME LOSS AND THE NUMBER OF DAYS MISSED FOR EACH REASON. ____________

9. A. DOES THE WORKER RECEIVE BENEFITS IN ADDITION TO THE ABOVE RATE, SUCH AS;

I. SHIFT PREMIUM/DIFFERENTIAL NO ☐ YES ☐ AMOUNT: ____________ WHEN IS THIS PAYABLE? ____________

II. PERMANENT ACCOMMODATION NO ☐ YES ☐ AMOUNT: ____________ IS THIS TAXABLE? YES ☐ NO ☐

III. VACATION PAY NO ☐ YES ☐ AMOUNT: ____________ TAKEN AS TIME OFF WITH PAY ☐ PAID ON A REGULAR BASIS ☐

B. DOES THE WORKER RECEIVE OVERTIME ON A REGULAR BASIS? NO ☐ YES ☐ RATE: ____________ NUMBER OF HOURS ____________ PER WEEK ☐ MONTH ☐ SHIFT ☐

C. DOES THE WORKER RECEIVE PAYMENT FOR LUNCH? NO ☐ YES ☐ LENGTH OF TIME: ____________

10. A. WHAT ARE THE WORKER'S REGULAR HOURS OF EMPLOYMENT PER DAY? (FROM ____________ A.M. ☐ P.M. ☐ TO ____________ A.M. ☐ P.M. ☐)
IF IRREGULAR, PLEASE COMPLETE 10.C.II.

B. DATE THE WORK CYCLE COMMENCED? DAY /MONTH /YEAR

C. INDICATE ONE COMPLETE WORK WEEK OR SHIFT CYCLE BY SHOWING NUMBER OF HOURS WORKED PER DAY. (INDICATE "0" FOR DAYS OFF)

I. DOES THIS CYCLE REPEAT YES ☐ NO ☐

II. AVERAGE NUMBER OF HOURS PER WEEK ____________

S	M	T	W	T	F	S

11. A. IS THE WORKER'S POSITION SUBJECT TO
- SEASONAL LAYOFFS NO ☐ YES ☐
- LACK OF WORK LAYOFFS NO ☐ YES ☐

IF EITHER IS "YES" ANSWER ITEMS B TO D INCLUSIVE.

B. TYPE OF EMPLOYMENT SEASONAL ☐ CASUAL ☐ SUMMER STUDENT ☐ APPRENTICE ☐ OTHER ☐

C. IF IT WAS NOT FOR THE ACCIDENT, WHAT WOULD BE THE WORKER'S LAST DAY OF EMPLOYMENT? DAY /MONTH /YEAR

D. WHAT IS THE AVERAGE NUMBER OF MONTHS PER YEAR AN EMPLOYEE WOULD NORMALLY WORK IN THIS JOB? ____________

EMPLOYER'S NAME: ____________ AUTHORIZED SIGNATURE: ____________

DATE: ____________ SIGNED AT: ____________ CITY/TOWN ____________ PROVINCE

PLEASE IDENTIFY AN EARNINGS INFORMATION CONTACT PERSON:
(PLEASE PRINT)

NAME: ____________

TELEPHONE: ____________

ADDRESS: ____________

CITY/TOWN: ____________

POSTAL CODE: ____________

THIS DOCUMENT MAY BE EXAMINED BY ANY PERSON
WITH A DIRECT INTEREST IN A CLAIM THAT IS UNDER REVIEW OR APPEAL

WCB

WORKERS' COMPENSATION BOARD
BOX 2415, EDMONTON, ALBERTA
T5J 2S5

WORKER'S REPORT OF ACCIDENT

COMPLETE AND RETURN FORM AT ONCE

PLEASE PRINT YOUR FULL NAME, ADDRESS, SOCIAL INSURANCE NUMBER, EMPLOYER'S NAME AND ADDRESS IN AREA BELOW IF NOT SHOWN CORRECTLY AT RIGHT

LAST NAME

PREVIOUS LAST NAME (IF APPLICABLE)

FIRST NAME(S)

MAILING ADDRESS

POSTAL CODE

MAILING ADDRESS

HEALTH CARE INSURANCE NUMBER	PROVINCE

SOCIAL INSURANCE NUMBER	PHONE	MARITAL STATUS	DATE OF BIRTH	OCCUPATION

EMPLOYER'S NAME	EMPLOYER'S MAILING ADDRESS	EMPLOYER'S PHONE NO.

1 A. DATE AND HOUR OF ACCIDENT THE DAY OF , 19 AT O'CLOCK M.

B. WHEN DID YOU REPORT THE ACCIDENT TO YOUR EMPLOYER?

C. WHO DID YOU REPORT TO? NAME TITLE

D. IF NOT REPORTED IMMEDIATELY, GIVE REASON.

E. IN WHAT CITY, TOWN OR PLACE DID THE ACCIDENT HAPPEN?

F. DID IT HAPPEN ON THE EMPLOYER'S PREMISES?
STATE EXACTLY WHERE.

2 WAS THE WORK YOU WERE DOING FOR THE PURPOSE OF YOUR EMPLOYER'S BUSINESS? YES ☐ NO ☐

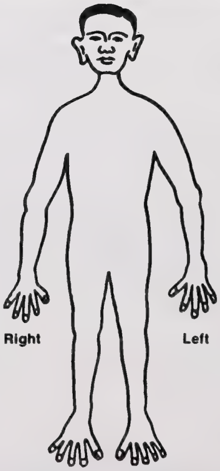
WAS IT PART OF YOUR REGULAR WORK? YES ☐ NO ☐

3 HOW DID THE ACCIDENT HAPPEN AND WHAT INJURY DID YOU RECEIVE? DESCRIBE FULLY. (STATE RIGHT OR LEFT, IF APPLICABLE).

IMPORTANT PLEASE LIST ANY WITNESSES.

NAME	ADDRESS

MARK PART INJURED



C 060-89

COMPLETE BOTH SIDES - THIS FORM MUST BE SIGNED ON REVERSE

4. DO YOU HAVE PERSONAL COVERAGE WITH THE ALBERTA BOARD? NO ☐ YES ☐ AMOUNT

5. HAVE YOU HAD PREVIOUS CLAIMS WITH THE ALBERTA BOARD? NO ☐ YES ☐

6. HAVE YOU HAD A SIMILAR INJURY BEFORE? NO ☐ YES ☐ EXPLAIN:

7. HAVE YOU REPORTED OR CLAIMED THIS INJURY TO ANOTHER BOARD? NO ☐ YES ☐ PROVINCE

8. A. ON THE DATE OF THE ACCIDENT, WHAT WERE YOUR REGULAR HOURS OF EMPLOYMENT?

FROM TIME A.M. ☐ P.M. ☐ TO TIME A.M. ☐ P.M. ☐

B. DATE AND TIME DISABILITY COMMENCED? DAY MONTH 19 TIME A.M. ☐ P.M. ☐

C. HAVE YOU ALREADY RETURNED TO WORK? NO ☐ YES ☐ GIVE DATE: TIME A.M. ☐ P.M. ☐

D. IF YOU HAVE NOT YET RETURNED TO WORK, GIVE ESTIMATED LAYOFF: LESS THAN 7 DAYS ☐ 7-14 DAYS ☐ MORE THAN 14 DAYS ☐

E. WHEN FIT TO RETURN TO WORK, IS YOUR EMPLOYMENT SECURE? YES ☐ NO ☐ EXPLAIN:

9. WILL YOU CONTINUE TO RECEIVE FULL OR PARTIAL PAY FROM YOUR EMPLOYER. NO ☐ YES ☐ EXPLAIN:

10. A. WHAT WAS YOUR RATE OF PAY AT THE TIME OF YOUR ACCIDENT? $ PER HOUR ☐ WEEK ☐ BI-WEEKLY ☐ MONTH ☐ OTHER ☐ EXPLAIN BELOW

B. DO YOU RECEIVE BENEFITS IN ADDITION TO THE ABOVE RATE, SUCH AS:

I SHIFT PREMIUM / DIFFERENTIAL NO ☐ YES ☐ AMOUNT:

II PERMANENT ACCOMMODATION NO ☐ YES ☐ AMOUNT:

III VACATION PAY NO ☐ YES ☐ AMOUNT:

C. DO YOU RECEIVE OVERTIME ON A REGULAR BASIS? NO ☐ YES ☐ EXPLAIN:

NUMBER OF HOURS PER WEEK MONTH SHIFT

D. ARE YOU AN OWNER OPERATOR? NO ☐ YES ☐ EXPLAIN:

11. A. DATE YOU WERE HIRED? DAY MONTH YEAR

B. DOES YOUR WORK CYCLE REPEAT? NO ☐ YES ☐ IF NO, DO NOT COMPLETE C AND D AS LISTED BELOW.

C. INDICATE ONE COMPLETE WORK CYCLE BY SHOWING NUMBER OF HOURS WORKED PER DAY. (INDICATE "O" FOR DAYS OFF) ⇨

S	M	T	W	T	F	S

D. DATE THE WORK CYCLE COMMENCED?

12. A. IS YOUR JOB SUBJECT TO: - SEASONAL LAYOFFS NO ☐ YES ☐

- LACK OF WORK LAYOFFS NO ☐ YES ☐

IF EITHER IS "YES", ANSWER ITEMS B TO D INCLUSIVE

B. TYPE OF EMPLOYMENT: SEASONAL ☐ SUMMER STUDENT ☐

CASUAL ☐ APPRENTICE ☐ OTHER ☐

C. IF IT WAS NOT FOR THE ACCIDENT, WHAT WOULD BE YOUR EXPECTED PERIOD OF EMPLOYMENT? FROM TO

D. DURING THE PAST 12 MONTH PERIOD PRIOR TO THE ACCIDENT, WHAT OTHER EMPLOYMENT EARNINGS OR INCOME DID YOU RECEIVE?

NAME ____________ PERIOD FROM ____________ TO ____________ EARNINGS $ ____________

NAME ____________ PERIOD FROM ____________ TO ____________ EARNINGS $ ____________

ATTACH LIST IF NECESSARY

E. DO YOU HAVE A SECOND JOB? NO ☐ YES ☐ PLEASE SUPPLY NAME OF EMPLOYER AND RATE OF PAY.

13. I DECLARE THE INFORMATION IN THIS REPORT TO BE TRUE AND CORRECT. I CLAIM COMPENSATION ACCORDINGLY.

DATE: ____________ ____________ ____________

NAME (PLEASE PRINT) SIGNATURE

THIS DOCUMENT MAY BE EXAMINED BY ANY PERSON WITH A DIRECT INTEREST IN A CLAIM THAT IS UNDER REVIEW OR APPEAL

REQUEST FOR REVIEW

WCB

WORKERS' COMPENSATION BOARD-ALBERTA
9912 - 107 STREET, EDMONTON
P.O. BOX 2415 POSTAL CODE: T5J 2S5

CLAIM NUMBER

....

I disagree with the decision of the Claims Dept. concerning this claim and request that it be reviewed.

Name ....

Address ....

City .... Postal Code ....

Telephone Number ....

What is the issue you wish to appeal?

....

....

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....

Please outline your reasons

....

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Signed .... Date ....

G-040-83

Sources of Information and Help

Throughout the Manual, there are references to sources of information and help on health and safety matters. A list of addresses and telephone numbers for these sources follows.

This list was checked for accuracy when the Manual was printed. However, Departments are renamed, responsibilities are shifted, people get transferred, offices move and telephone numbers change. So, if you find the information in the list is wrong, ask for the correct information and write it down.

ALBERTA CONSTRUCTION SAFETY ASSOCIATION

10949 - 120 Street
Edmonton, Alberta T5H 3R2 453-3311
FAX 455-1120

ALBERTA FEDERATION OF LABOUR WORKERS' HEALTH CENTRE

Suite 111, 10451 - 170 Street
Edmonton, Alberta T5P 4T2 486-9009

UNIVERSITY OF ALBERTA FACULTY OF MEDICINE

Occupational Health Program
13 - 103 Clinical Sciences Building
Edmonton, Alberta T6G 2G3 492-6291

UNIVERSITY OF CALGARY FACULTY OF MEDICINE

Occupational Health & Safety Resource Centre
3330 Hospital Drive N.W.
Calgary, Alberta T2N 4N1 220-4300

ALBERTA OCCUPATIONAL HEALTH AND SAFETY

Field Operations

The following regional offices provide a wide range of occupational health and safety consulting services and expertise, in addition to work site inspections and accident and complaint investigations. Posters, booklets and bulletins are also available from the offices.

Calgary Regional Office
2nd Floor, 1021 - 10 Avenue S.W.
Calgary, Alberta T2R 0B7 297-2222

Central Regional Office
5th Floor, Provincial Building
4920 - 51 Street
Red Deer, Alberta T4N 5Y5 340-5170

Edmonton Regional Office
9321 - 48 Street
Edmonton, Alberta T6B 2R4 427-8848

North Central Regional Office
9321 - 48 Street
Edmonton, Alberta T6B 2R4 422-6608

Edson Office
Provincial Building
111 - 54 Street
Edson, Alberta T0E 0P0 723-8312

Fort McMurray Office
6th Floor, Provincial Building
9915 Franklin Avenue
Fort McMurray, Alberta T9H 2K4 743-7202

Vermilion Office
2nd Floor, Provincial Building
4701 - 52 Street
Vermilion, Alberta T0B 4M0 853-8140

Northwest Regional Office
3rd Floor, Provincial Building
10320 - 99 Street
Grande Prairie, Alberta T8V 6J4 538-5249

Southern Regional Office
3rd Floor, Chancery Court
220 - 4 Street South
Lethbridge, Alberta T1J 4J7 381-5522

Medicine Hat Office
3rd Floor, Provincial Building
770 - 6 Street S.W.
Medicine Hat, Alberta T1A 4J6 529-3530

Other Services

Communications
Legislative Affairs
Heritage Grant Program
Research and Statistical Information
5th Floor, 10709 Jasper Avenue
Edmonton, Alberta T5J 3N3 427-8943

Library, Main Collection
6th Floor, 10709 Jasper Avenue
Edmonton, Alberta T5J 3N3 427-3530

Library Audiovisual Collection
6th Floor, 10709 Jasper Avenue
Edmonton, Alberta T5J 3N3 427-4671

Library, Calgary Collection
3rd Floor, 1021 - 10 Avenue S.W.
Calgary, Alberta T2R 0B7
Open Mornings 8:15 - 12:00 297-7860

Health Advisory Services
4th Floor, 10709 Jasper Avenue
Edmonton, Alberta T5J 3N3 427-6724

Radiation Health Services
4th Floor, 10709 Jasper Avenue
Edmonton, Alberta T5J 3N3 427-2691

WORKERS' COMPENSATION BOARD OFFICES

Head Office
P.O. Box 2415
9912 - 107 Street
Edmonton, Alberta T5J 2S5 498-4000

Regional Offices

Calgary Office
132 - 16th Avenue N.E.
Calgary, Alberta T2E 1J5 297-3460

Grande Prairie Office
10022 - 102 Avenue
Grande Prairie, Alberta T8V 0Z7 538-5421

Lethbridge Office
212 - 13th Street South
Lethbridge, Alberta T1J 2V4 381-5339

Medicine Hat Office
102 Chinook Place
623 - 4th Street S.E.
Medicine Hat, Alberta T1A 0L1 529-3624

Red Deer Office
208 Centre 5010 Building
5010 - 43 Street
Red Deer, Alberta T4N 6H2 340-5357

GOVERNMENT OF ALBERTA PUBLICATION SERVICES

Copies of the Occupational Health and Safety Act and Regulations, and the Workers' Compensation Act are available at a nominal cost from these offices:

Queen's Printer Bookstore
11510 Kingsway Avenue
Edmonton, Alberta T5G 2Y5 427-4952

Queen's Printer Bookstore
Main Floor, McDougall Center
455 - 6th Street S.W.
Calgary, Alberta T2P 4E8 297-6251

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (AADAC)

Information, education and treatment services are available at all AADAC area offices throughout the province. Principal points of contact include:

Telephone Numbers in Edmonton	
Library (Open to the Public)	427-7303
Training and Professional Development	427-7305
Education and information services	427-4267
Counselling Services	427-1796
Recovery Centre (detoxification)	427-4291

Telephone Numbers in Calgary	
Education and information services	297-3028
Counselling Services	297-3071

For AADAC services outside Edmonton and Calgary, consult your local telephone directory.

OTHER SERVICES

Some other sources of information and help include:

- occupational health physicians and hygienists,
- management and other professional consulting firms,
- unions,
- trade, business and professional associations,
- insurance companies,
- local fire departments,
- public libraries, and
- health and safety equipment suppliers.